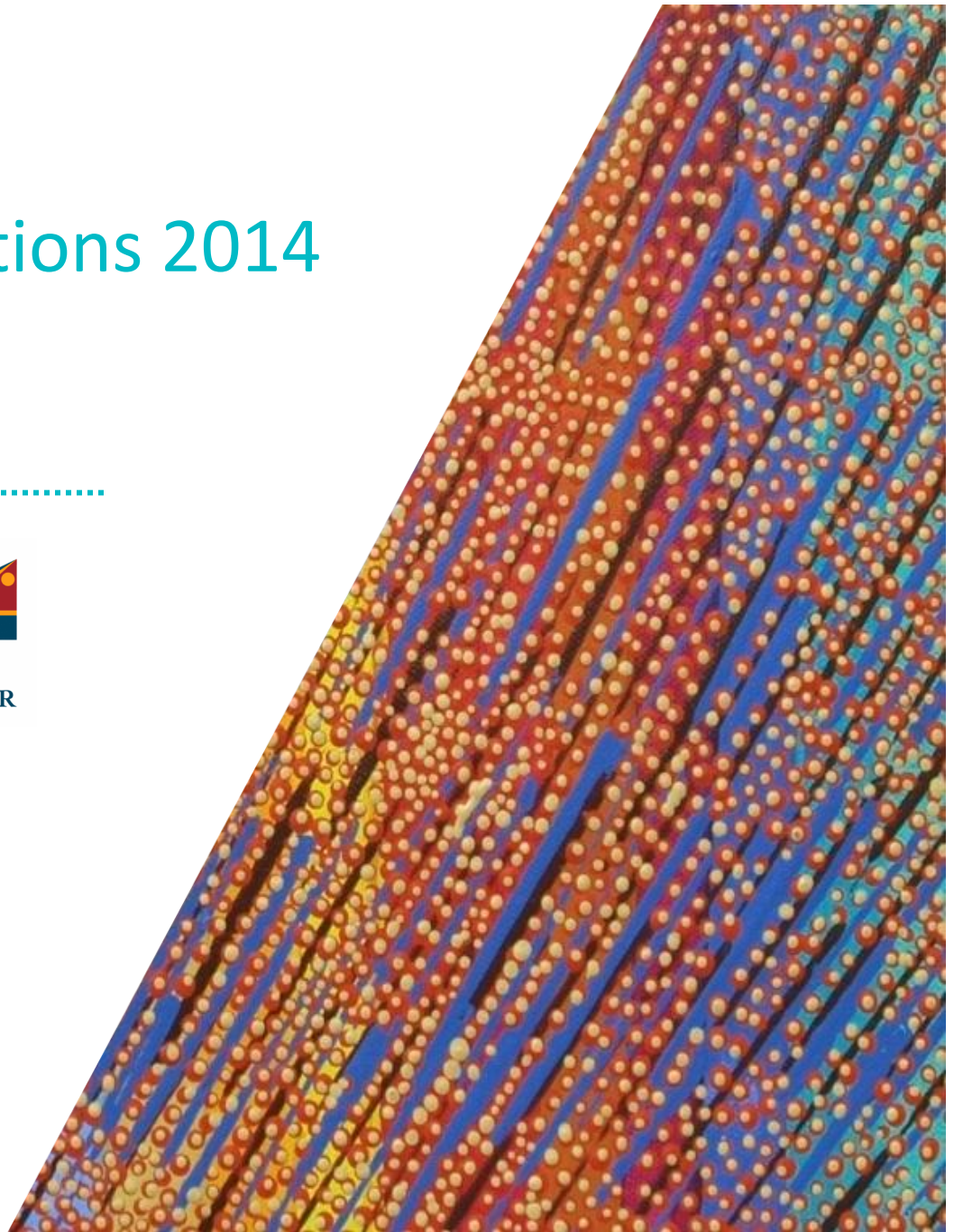


# Community Perceptions 2014

July 2014



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# Strategic Insights

# Overall performance

.....

## Overall satisfaction

**83%** satisfied with the City of Kalgoorlie-Boulder **as a place to live**  
including **49% who are 'delighted'** (rating 8+ out of 10)

**68%** satisfied with the City of Kalgoorlie-Boulder **as a governing organisation**  
including **30% who are 'delighted'** (rating 8+ out of 10)

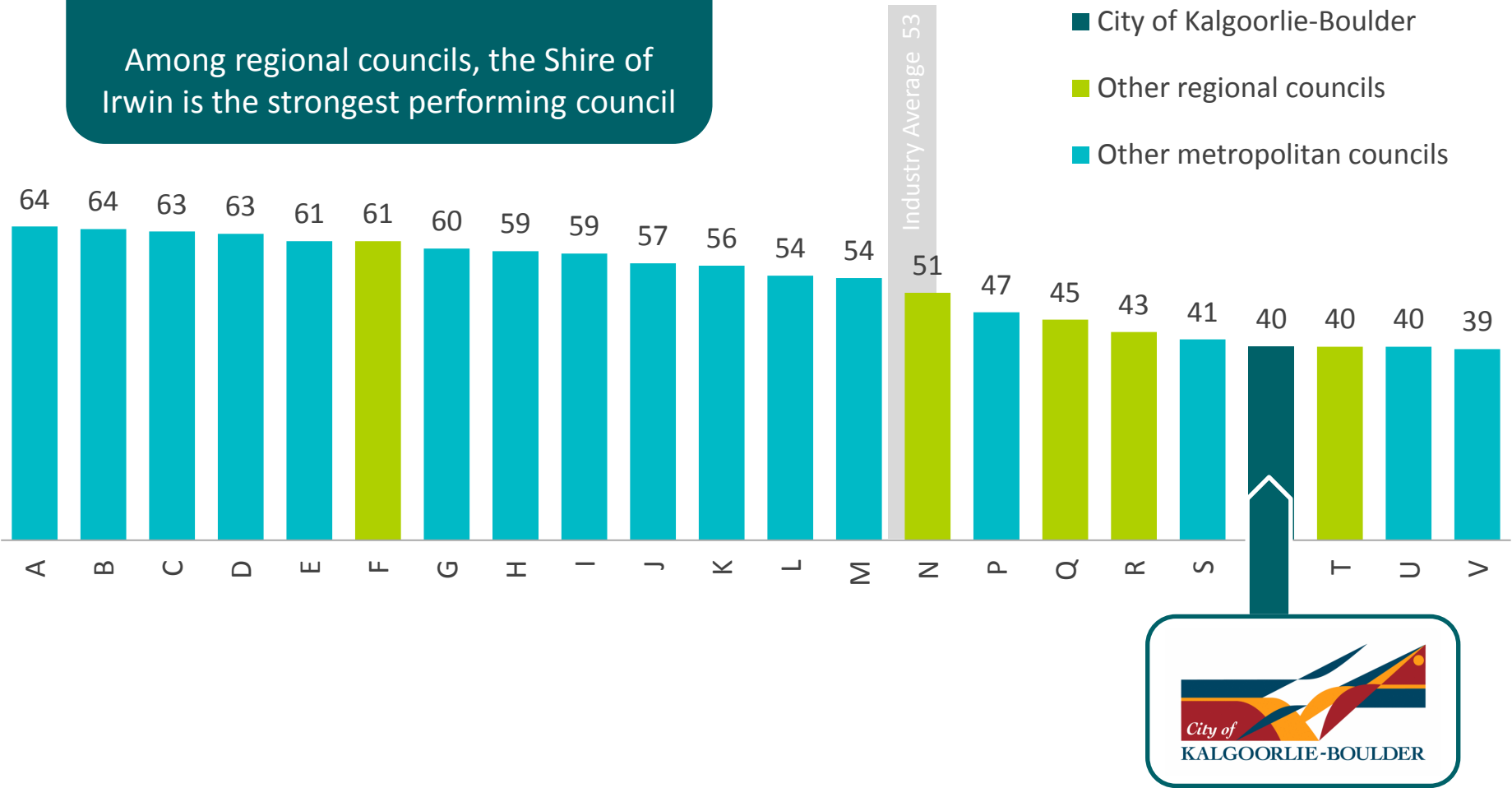


Image sourced from: [garryraniappleby.blogspot.com](http://garryraniappleby.blogspot.com)

# Overall satisfaction | compared to other councils

The Industry Leaders are the City of Subiaco and Town of Cottesloe.

Among regional councils, the Shire of Irwin is the strongest performing council



Average result for overall satisfaction with [INSERT COUNCIL] as a 'place to live' and as a 'governing organisation'.  
Chart shows % of all respondents who provided a valid response, excludes 'don't know'.



# Performance summary

## Strong performance:

- Weekly residential rubbish collections
- Bulk Bin service
- Fortnightly residential recycling services
- Sporting grounds and ovals
- Parks and reserves
- Goldfields Oasis Recreation and Aquatic Centre
- Library and information services
- Festivals and events
- Goldfields Arts Centre
- Sewerage and waste water treatment

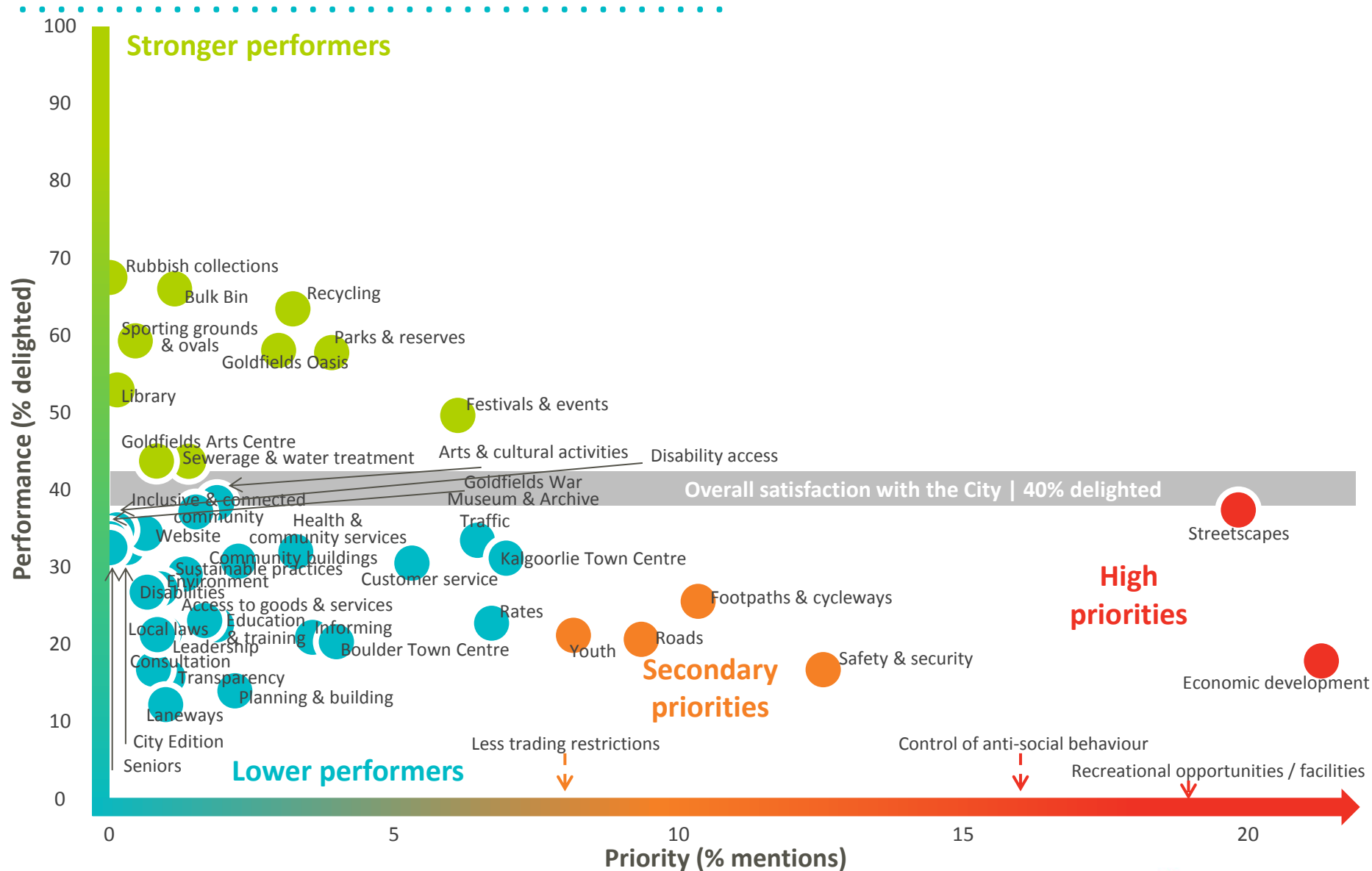
## High priorities:

- Economic development, tourism and job creation
- Streetscapes
- Recreational opportunities and facilities
- Control of anti-social behaviour

## Secondary priorities:

- Safety and security
- Footpaths and cycleways
- Road maintenance
- Youth services and facilities

# Community Priorities™



Q. How satisfied are you with [INSERT AREA]: Base: All respondents who provided a valid response (n = varies) Q. What would you most like the City of Kalgoorlie-Boulder to focus on developing, changing or improving? Base: All respondents (n = 469)

▼ Areas where satisfaction was not measured but were spontaneously mentioned by respondents as areas to focus on improving

# Addressing high priorities

.....

**Economic development and tourism** | Residents would like to see the City attract more investment and help to support local businesses, communicate a clear plan for the future (which is not reliant on mining) and allow more access to shopping including Sunday Trading.



**Streetscapes** | Keeping the city clean and tidy is important to many residents. They suggest cleaning streets, preventing litter and maintaining streetscapes with more greenery. The entrance to the City is also identified as an area residents would like to look more “visually appealing”.

Image (top right) sourced from: [bassili.sickdovel.net](http://bassili.sickdovel.net)

Image (bottom left) sourced from: [robburke.net](http://robburke.net)



# Addressing secondary priorities

.....

## **Recreation opportunities, facilities and activities |**

Residents would like more recreational opportunities, facilities and activities... and they have many suggestions. Popular ideas include ten pin bowling, a drag strip, water park and indoor play area for children.

Funds being spent on the golf course are a concern to some residents, with a few suggesting the funds could be reallocated to other services/facilities.



**Control of anti-social behaviour |** Addressing antisocial behaviour is a priority for residents along with safety and security. They would like more control of antisocial behaviour in public areas. Residents would feel safer with improved street lighting and regular surveillance.

**Roads, footpaths and cycleways |** More access to and improved maintenance of roads, cycle paths and footpaths are also a priority. Improved lighting for footpaths, roads and parks was suggested as a way to address safety concerns.

*Image (top right) sourced from: [www.ckb.wa.gov.au](http://www.ckb.wa.gov.au)*

*Image (bottom left) sourced from: [bicycleperth.blogspot.com](http://bicycleperth.blogspot.com)*

# Communications and awareness of major projects

Most residents are aware of the Burt Street heritage refurbishment project (93% aware) and the Lord Forrest Olympic Pool redevelopment (77% aware).

There is most room to improve awareness of the Town Hall redevelopment (37% aware), followed by the Ray Finlayson Sports Centre development (46% aware) and the community facilities at the golf course (51% aware). Awareness levels tend to be lower among younger residents.

The three key communication channels that residents prefer to receive information and updates from the City are direct mail newsletters, a page in the Kalgoorlie Miner, and an e-newsletter:

		% of respondents who prefer channel	
Communication channel	Most popular timing	All preferences	1 <sup>st</sup> preference
Direct mail newsletter	Bi-monthly	44%	24%
Page in the Kalgoorlie Miner	Fortnightly	43%	15%
E-newsletter	Monthly	38%	21%

# The study

# The study

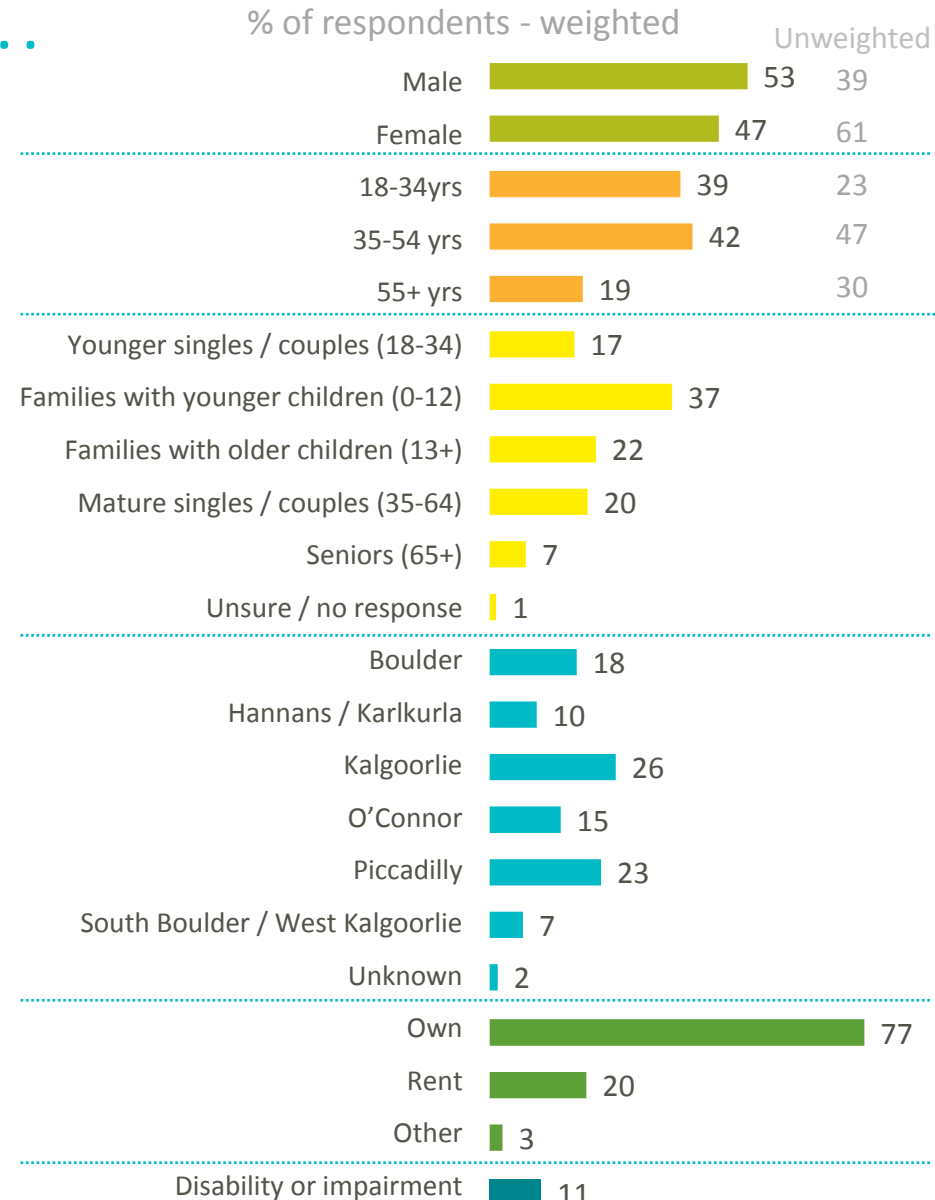
In June 2014, the City of Kalgoorlie-Boulder administered the CATALYSE® Community Perceptions Survey.

**Purpose:** to better understand the needs of residents living in the City of Kalgoorlie-Boulder and to evaluate community perceptions against key performance indicators in the Strategic Community Plan.

**Methodology:** the survey was mailed to 4,000 randomly selected households in the City of Kalgoorlie-Boulder. Residents had an option of submitting the completed survey using the supplied reply paid envelope or completing the survey online.

469 residents completed the survey including 333 responses submitted by post and 136 online. Due to the over-representation of females and older residents weighting was applied, to match the ABS Census population profile.

Sampling precision is +/- 4.5% at the 95% confidence interval.



# Councils contributing to the CATALYSE® Industry Standards\*

## Regional councils:



## Metropolitan councils:



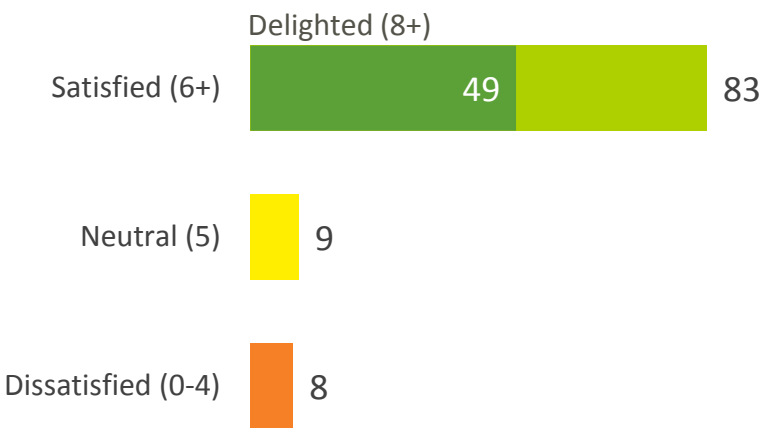
\* Industry standards are provided when three or more councils have asked the same question in the past 30 months



# Overall perceptions

# Overall satisfaction with City of Kalgoorlie-Boulder | as a place to live

## RESIDENT SATISFACTION % of respondents



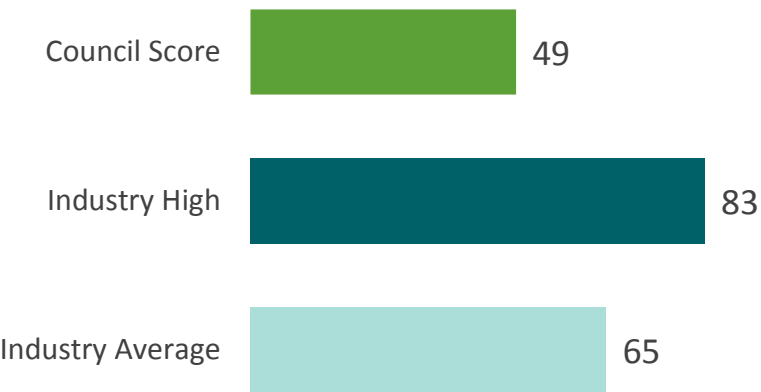
Satisfaction is high.

- 83% are satisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and those in O'Connor.

There is most room to improve perceptions among those in Boulder.

## INDUSTRY STANDARDS

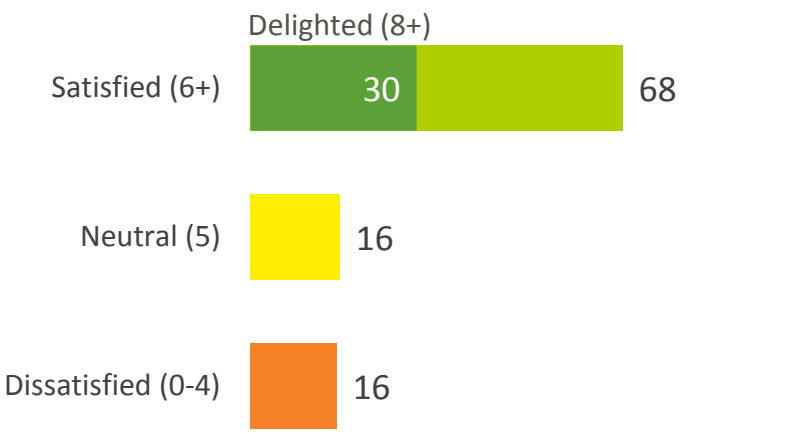


% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	41%	9%
Families with younger children (0-12)	44%	9%
Families with older children (13+)	56%	6%
Older singles / couples (35-64)	48%	7%
Seniors (65+)	73%	5%
Lived in area for 0 to 10 years	50%	9%
Lived in area for 11 to 30 years	42%	8%
Lived in area for 31+ years	68%	7%
Boulder	41%	17%
Hannans / Karlkurla	47%	8%
Kalgoorlie	46%	5%
O'Connor	61%	4%
Piccadilly	55%	7%
South Boulder / West Kalgoorlie	38%	2%

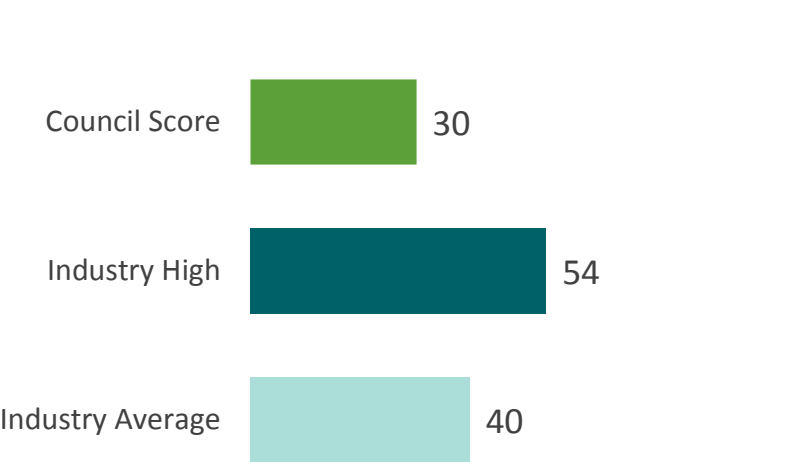
Q. Overall, how satisfied are you with the City of Kalgoorlie-Boulder as a place to live? Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.  
Base: All respondents who provided a valid response, excludes 'don't know' (n = 466)

# Satisfaction with City of Kalgoorlie-Boulder | as a governing organisation

## RESIDENT SATISFACTION % of respondents



## INDUSTRY STANDARDS



Satisfaction is moderate.

- 68% are satisfied
- 16% are dissatisfied

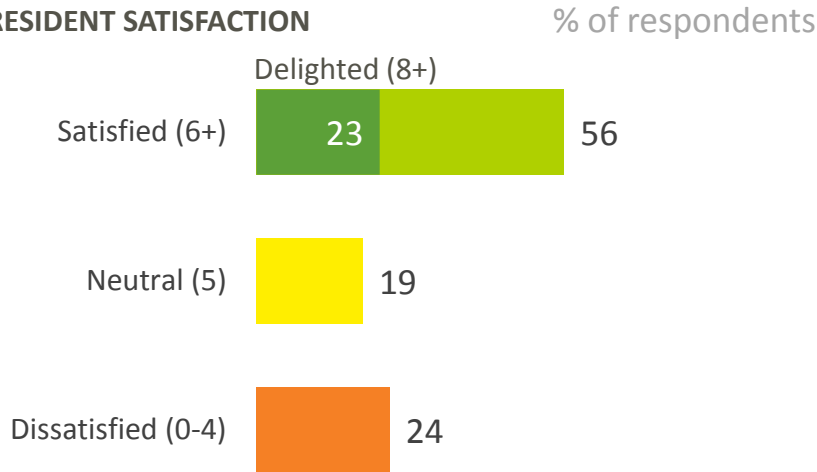
Perceptions are stronger among seniors, those who have lived in the area 31+ years and those in O'Connor.

There is most room to improve perceptions among older singles and couples.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	20%	15%
Families with younger children (0-12)	33%	13%
Families with older children (13+)	28%	8%
Older singles / couples (35-64)	31%	28%
Seniors (65+)	53%	14%
Lived in area for 0 to 10 years	34%	11%
Lived in area for 11 to 30 years	19%	20%
Lived in area for 31+ years	47%	16%
Boulder	28%	20%
Hannans / Karlkurla	29%	6%
Kalgoorlie	27%	16%
O'Connor	40%	17%
Piccadilly	34%	12%
South Boulder / West Kalgoorlie	24%	23%

# Value for money from Council rates

## RESIDENT SATISFACTION



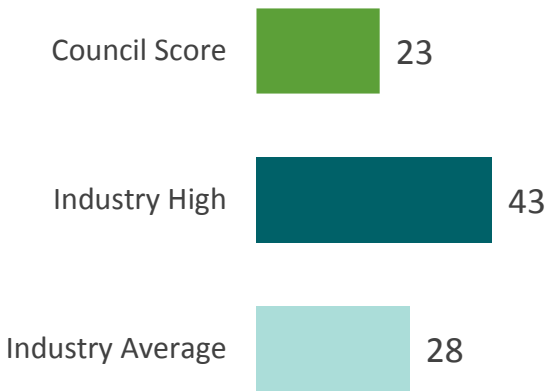
Satisfaction is moderate.

- 51% are satisfied
- 24% are dissatisfied

Perceptions are stronger among seniors, those who have lived in the area 10 years or less and 31+ years and those in Hannans / Karlkurla and Piccadilly.

There is most room to improve perceptions among younger singles and couples.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)^	10%	36%
Families with younger children (0-12)	23%	24%
Families with older children (13+)	26%	21%
Older singles / couples (35-64)	19%	27%
Seniors (65+)	45%	16%
Lived in area for 0 to 10 years	27%	18%
Lived in area for 11 to 30 years	15%	31%
Lived in area for 31+ years	32%	28%
Boulder	16%	29%
Hannans / Karlkurla	38%	16%
Kalgoorlie	15%	28%
O'Connor	27%	25%
Piccadilly	32%	17%
South Boulder / West Kalgoorlie^	18%	21%

Q. And, how satisfied are you with the value for money you get from your Council rates? Please continue to give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.  
Base: Respondents who own / are paying a mortgage on their home, excludes 'don't know' (n = 366)

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

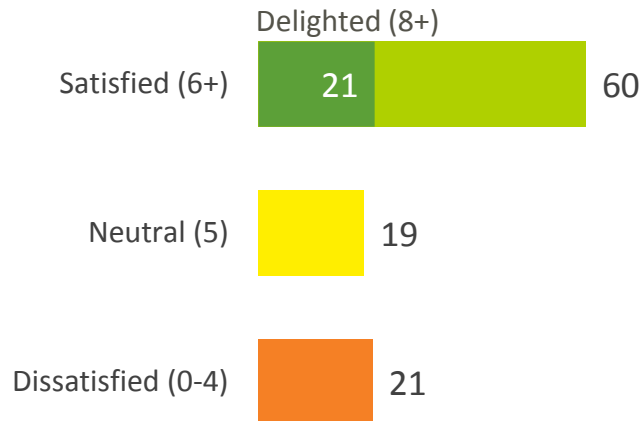
Our Council, services,  
policies and engagement



# The City's Leadership within the community

## RESIDENT SATISFACTION

% of respondents



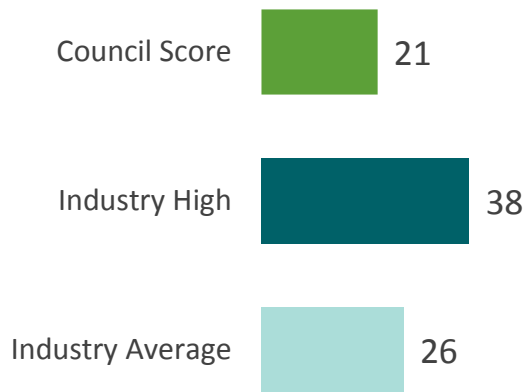
Satisfaction is moderate.

- 60% are satisfied
- 21% are dissatisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and those in O'Connor, followed by those in Hannas / Karlkurla.

There is most room to improve perceptions among older singles and couples.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	9%	20%
Families with younger children (0-12)	26%	20%
Families with older children (13+)	26%	15%
Older singles / couples (35-64)	17%	30%
Seniors (65+)	36%	19%
Lived in area for 0 to 10 years	21%	17%
Lived in area for 11 to 30 years	17%	24%
Lived in area for 31+ years	35%	25%
Boulder	14%	27%
Hannans / Karlkurla	24%	6%
Kalgoorlie	17%	23%
O'Connor	35%	23%
Piccadilly	22%	17%
South Boulder / West Kalgoorlie	18%	24%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 422)

# The City has developed and communicated a clear vision for the area

I am fairly clear about what the City is going to look and feel like in 10 years time

30% agree that the City has developed and communicated a clear vision for the area vs 39% who disagree.

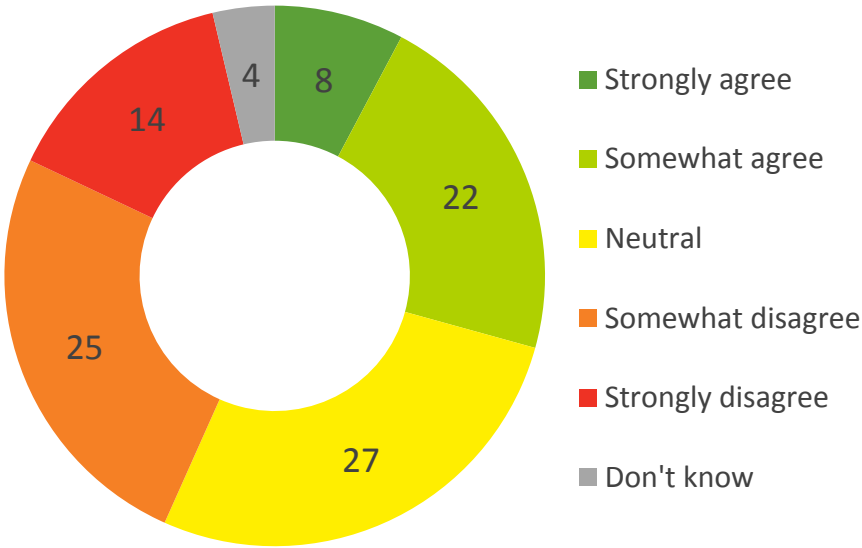
Seniors, those who have lived in the area 31+ years and those in O'Connor and Piccadilly are the most likely to agree.

Younger singles and couples are the most likely to disagree.

% of respondents	Agree	Disagree
Younger singles / couples (18-34)	25%	54%
Families with younger children (0-12)	25%	40%
Families with older children (13+)	27%	30%
Older singles / couples (35-64)	31%	37%
Seniors (65+)	54%	20%
Lived in area for 0 to 10 years	28%	40%
Lived in area for 11 to 30 years	25%	43%
Lived in area for 31+ years	45%	30%
Boulder	27%	39%
Hannans / Karlkurla	23%	46%
Kalgoorlie	23%	43%
O'Connor	39%	41%
Piccadilly	36%	33%
South Boulder / West Kalgoorlie	23%	35%

## COMMUNITY PERSPECTIVES

% of respondents



## INDUSTRY COMPARISONS: % total agree



%% = significant variance    % = notable variance    ^Small sample size (n < 30)

Q. Do you agree or disagree with the following statements? The City of Kalgoorlie-Boulder has developed and communicated a clear vision for the area – I am fairly clear about what the City is going to look and feel like in 10 years time

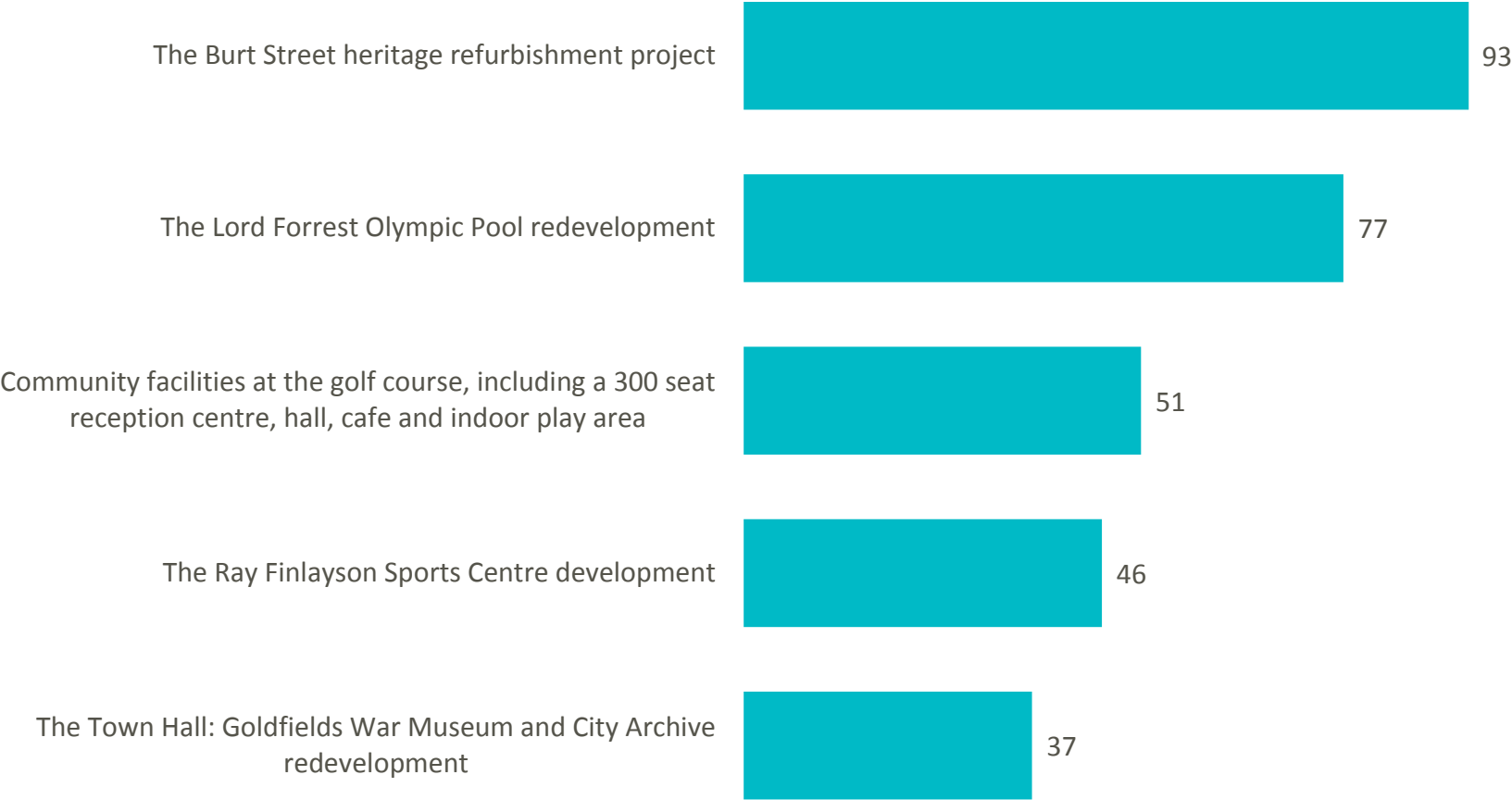
Base: Respondents who gave a valid response (n = 468)

# Community awareness of major projects

.....

Are you aware that the City is undertaking the following major projects?

% of respondents



Q. Are you aware that the City is undertaking the following major projects?  
Base: All respondents who provided a valid response (n = varies from 465 to 468)

# Community awareness of major projects | by community segment

Aware of project

% of respondents	The Burt Street heritage refurbishment project	The Lord Forrest Olympic Pool redevelopment	Community facilities at the golf course, including a 300 seat reception centre, hall, cafe and indoor play area	The Ray Finlayson Sports Centre development	The Town Hall: Goldfields War Museum and City Archive redevelopment
Younger singles / couples (18-34)	87%	72%	48%	41%	25%
Families with younger children (0-12)	94%	77%	43%	39%	31%
Families with older children (13+)	94%	76%	54%	52%	41%
Older singles / couples (35-64)	96%	79%	55%	52%	46%
Seniors (65+)	100%	89%	75%	66%	66%
Lived in area for 0 to 10 years	93%	75%	48%	37%	29%
Lived in area for 11 to 30 years	91%	79%	48%	50%	35%
Lived in area for 31+ years	96%	82%	68%	63%	62%
Boulder	92%	81%	56%	47%	45%
Hannans / Karlkurla	90%	67%	48%	36%	28%
Kalgoorlie	95%	89%	56%	47%	36%
O'Connor	97%	73%	49%	45%	34%
Piccadilly	90%	77%	49%	52%	40%
South Boulder / West Kalgoorlie	100%	45%	36%	44%	35%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

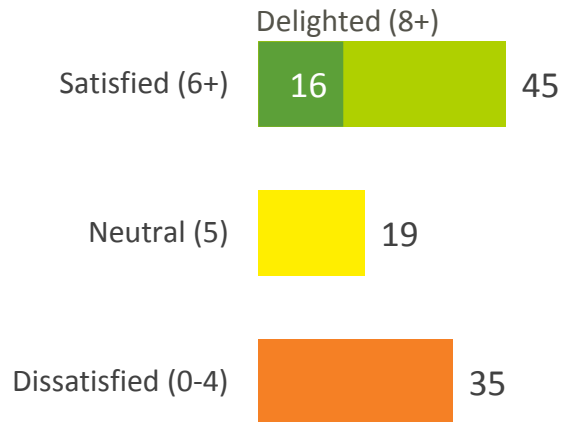
Q. Are you aware that the City is undertaking the following major projects?

Base: All respondents who provided a valid response (n = varies from 465 to 468)

# How open and transparent Council processes are

## RESIDENT SATISFACTION

% of respondents



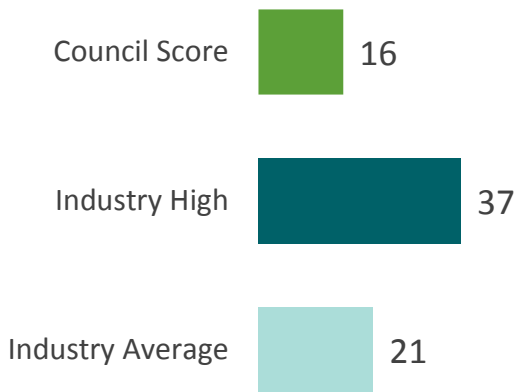
Satisfaction is low.

- 45% are satisfied
- 35% are dissatisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and those in O'Connor, followed by those in Hannans / Karlkurla.

There is most room to improve perceptions among those in Boulder and Kalgoorlie.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	10%	39%
Families with younger children (0-12)	14%	35%
Families with older children (13+)	16%	27%
Older singles / couples (35-64)	16%	43%
Seniors (65+)	32%	40%
Lived in area for 0 to 10 years	17%	33%
Lived in area for 11 to 30 years	10%	38%
Lived in area for 31+ years	26%	33%
Boulder	10%	50%
Hannans / Karlkurla	17%	13%
Kalgoorlie	12%	42%
O'Connor	24%	34%
Piccadilly	20%	26%
South Boulder / West Kalgoorlie	7%	34%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

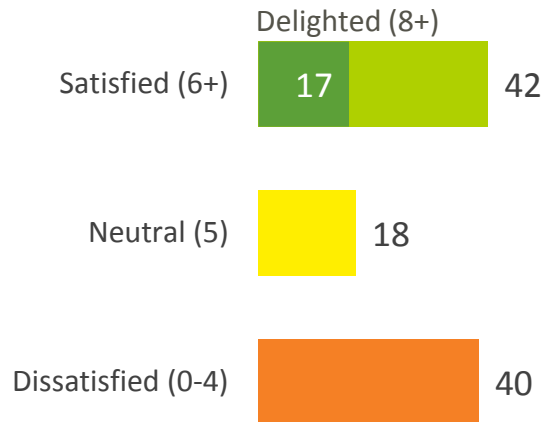
Base: All respondents who provided a valid response, excludes 'don't know' (n = 415)



# How the community is consulted about local issues

## RESIDENT SATISFACTION

% of respondents



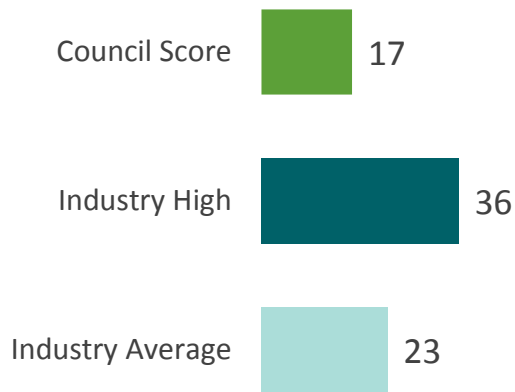
Satisfaction is low.

- 42% are satisfied
- 40% are dissatisfied

Perceptions are stronger among seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among those in Boulder, Kalgoorlie, O'Connor and South Boulder / West Kalgoorlie.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	14%	33%
Families with younger children (0-12)	16%	45%
Families with older children (13+)	14%	37%
Older singles / couples (35-64)	16%	44%
Seniors (65+)	39%	32%
Lived in area for 0 to 10 years	18%	39%
Lived in area for 11 to 30 years	12%	43%
Lived in area for 31+ years	27%	33%
Boulder	16%	46%
Hannans / Karlkurla	21%	27%
Kalgoorlie	10%	42%
O'Connor	23%	49%
Piccadilly	20%	32%
South Boulder / West Kalgoorlie	4%	46%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 438)

# Elected Members at the City have a good understanding of our needs

49% agree that Elected Members have a good understanding of their needs.

- 26% disagree

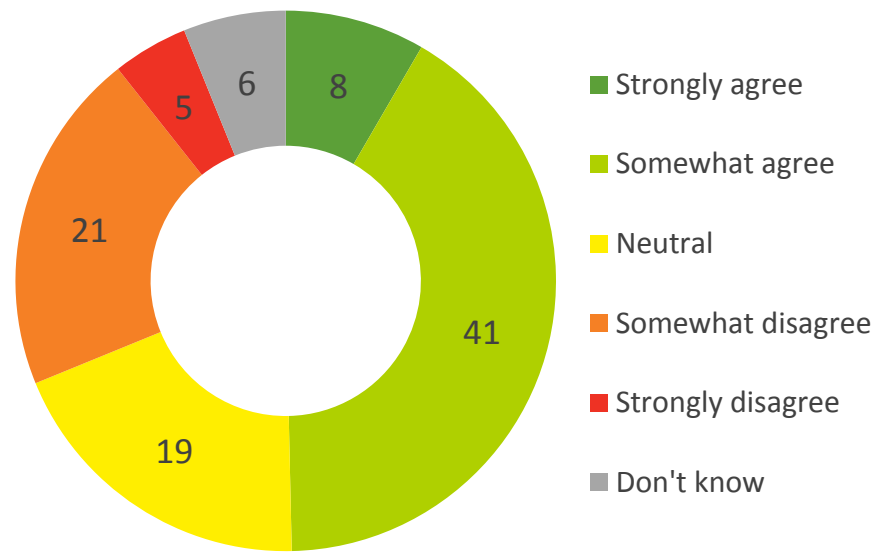
Seniors, those who have lived in the area 31+ years and those in Hannans / Karlkurla are the most likely to agree, followed by Piccadilly.

Those in Kalgoorlie and those with a disability or impairment are the most likely to disagree.

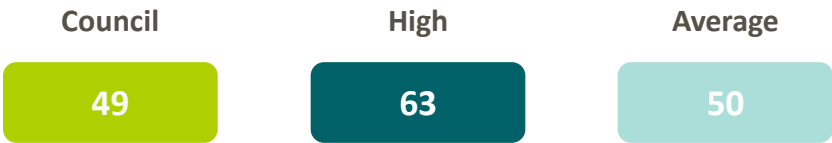
% of respondents	Agree	Disagree
Younger singles / couples (18-34)	43%	25%
Families with younger children (0-12)	51%	26%
Families with older children (13+)	50%	20%
Older singles / couples (35-64)	46%	31%
Seniors (65+)	67%	20%
Lived in area for 0 to 10 years	47%	22%
Lived in area for 11 to 30 years	49%	25%
Lived in area for 31+ years	59%	27%
Boulder	50%	26%
Hannans / Karlkurla	56%	11%
Kalgoorlie	45%	31%
O'Connor	49%	26%
Piccadilly	55%	25%
South Boulder / West Kalgoorlie	50%	17%
Disability or impairment	51%	37%

## COMMUNITY PERSPECTIVES

% of respondents



## INDUSTRY COMPARISONS: % total agree



%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. Do you agree or disagree with the following statements? Elected Members at the City of Kalgoorlie-Boulder (the Councillors) have a good understanding of our needs.

Base: All respondents who provided a valid response (n = 469)

# Staff at the City have a good understanding of our needs

60% agree that staff have a good understanding of their needs.

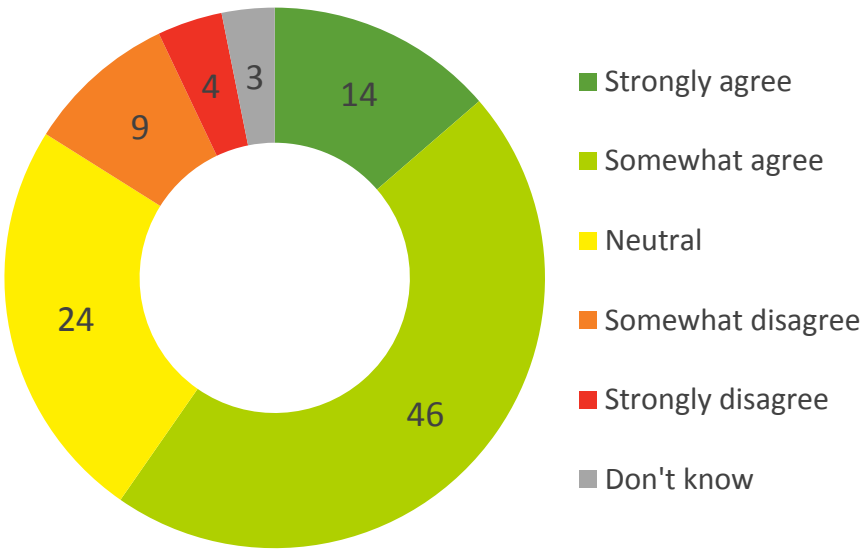
Younger singles and couples, seniors and those in O'Connor are more likely to agree.

Older singles and couples, and those in Kalgoorlie are more likely to disagree.

% of respondents	Agree	Disagree
Younger singles / couples (18-34)	65%	6%
Families with younger children (0-12)	56%	12%
Families with older children (13+)	60%	14%
Older singles / couples (35-64)	58%	18%
Seniors (65+)	64%	9%
Boulder	55%	10%
Hannans / Karlkurla	66%	8%
Kalgoorlie	55%	18%
O'Connor	68%	11%
Piccadilly	63%	13%
South Boulder / West Kalgoorlie	42%	12%

## COMMUNITY PERSPECTIVES

% of respondents



## INDUSTRY COMPARISONS: % total agree



%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

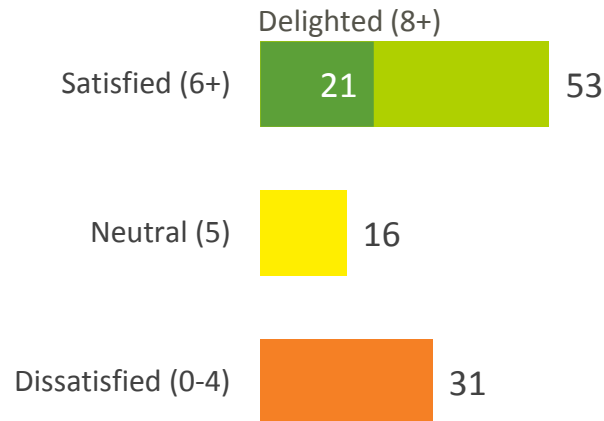
Q. Do you agree or disagree with the following statement: Staff at the City of Kalgoorlie-Boulder have a good understanding of our needs.

Base: Respondents who gave a valid response (n = 469)

# How the community is informed about local issues

## RESIDENT SATISFACTION

% of respondents



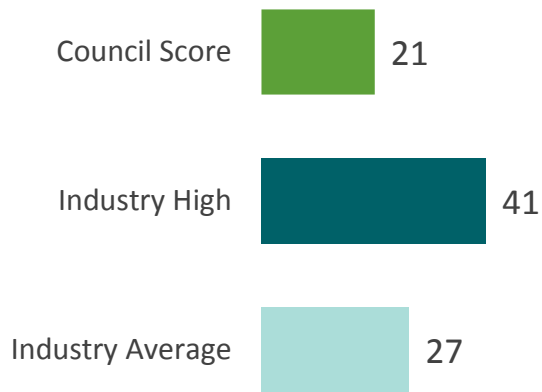
Satisfaction is moderate.

- 53% are satisfied
- 31% are dissatisfied

Perceptions are stronger among seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among older singles and couples, and those in Kalgoorlie and O'Connor.

## INDUSTRY STANDARDS



### % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	13%	27%
Families with younger children (0-12)	21%	34%
Families with older children (13+)	17%	26%
Older singles / couples (35-64)	22%	37%
Seniors (65+)	43%	25%
Lived in area for 0 to 10 years	21%	29%
Lived in area for 11 to 30 years	14%	38%
Lived in area for 31+ years	36%	28%
Boulder	23%	34%
Hannans / Karlkurla	27%	11%
Kalgoorlie	17%	38%
O'Connor	22%	38%
Piccadilly	24%	26%
South Boulder / West Kalgoorlie	4%	29%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

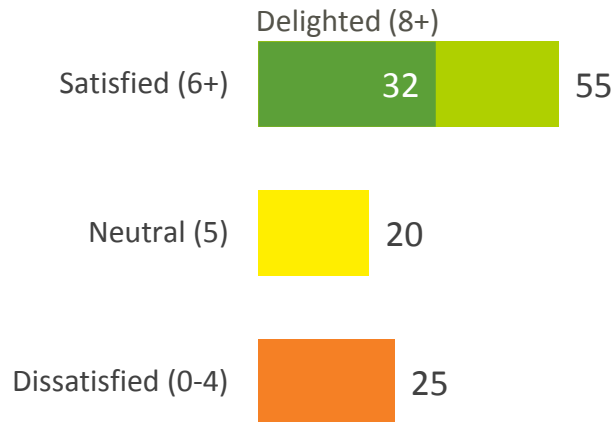
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 445)

# City Edition – the City's bi-monthly newsletter

## RESIDENT SATISFACTION

% of respondents



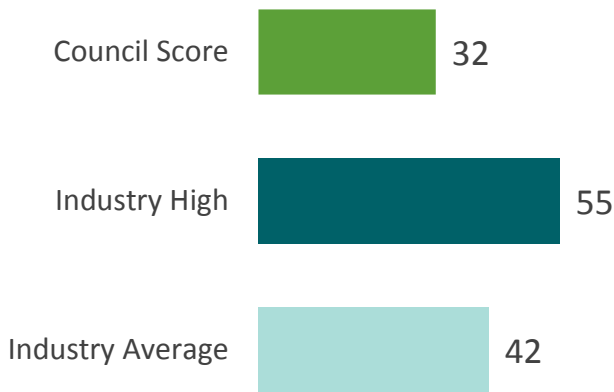
Satisfaction is moderate.

- 55% are satisfied
- 25% are dissatisfied

Perceptions are stronger among older singles and couples, and seniors, those who have lived in the area 31+ years and those in O'Connor.

There is most room to improve perceptions among those in South Boulder / West Kalgoorlie.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	27%	29%
Families with younger children (0-12)	30%	25%
Families with older children (13+)	28%	26%
Older singles / couples (35-64)	41%	22%
Seniors (65+)	52%	14%
Lived in area for 0 to 10 years	30%	26%
Lived in area for 11 to 30 years	28%	26%
Lived in area for 31+ years	53%	18%
Boulder	36%	20%
Hannans / Karlkurla	29%	20%
Kalgoorlie	33%	29%
O'Connor	43%	19%
Piccadilly	24%	25%
South Boulder / West Kalgoorlie	31%	35%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

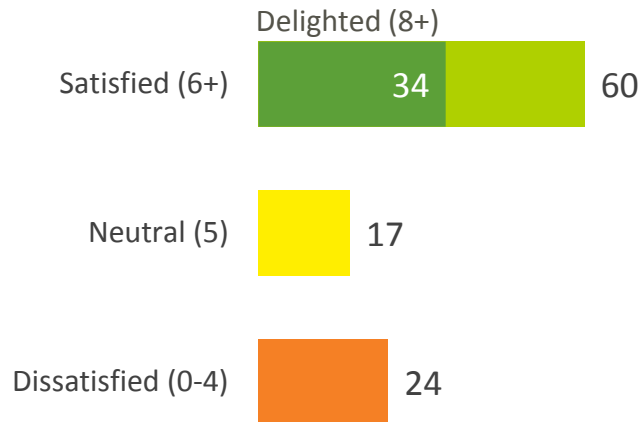
Base: All respondents who provided a valid response, excludes 'don't know' (n = 435)



# The City Website

## RESIDENT SATISFACTION

% of respondents



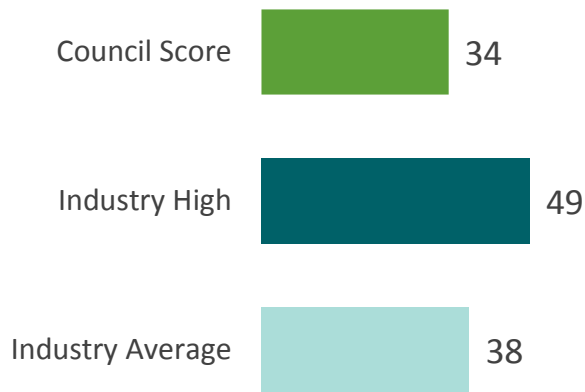
Satisfaction is moderate.

- 60% are satisfied
- 24% are dissatisfied

Perceptions are stronger among those who have lived in the area 10 years or less and 31+ years.

There is most room to improve perceptions among seniors and those in South Boulder / West Kalgoorlie.

## INDUSTRY STANDARDS



### % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	33%	17%
Families with younger children (0-12)	34%	25%
Families with older children (13+)	34%	24%
Older singles / couples (35-64)	37%	24%
Seniors (65+)	42%	32%
Lived in area for 0 to 10 years	39%	19%
Lived in area for 11 to 30 years	27%	25%
Lived in area for 31+ years	41%	25%
Boulder	39%	21%
Hannans / Karlkurla	43%	27%
Kalgoorlie	40%	16%
O'Connor	30%	21%
Piccadilly	29%	27%
South Boulder / West Kalgoorlie	22%	38%

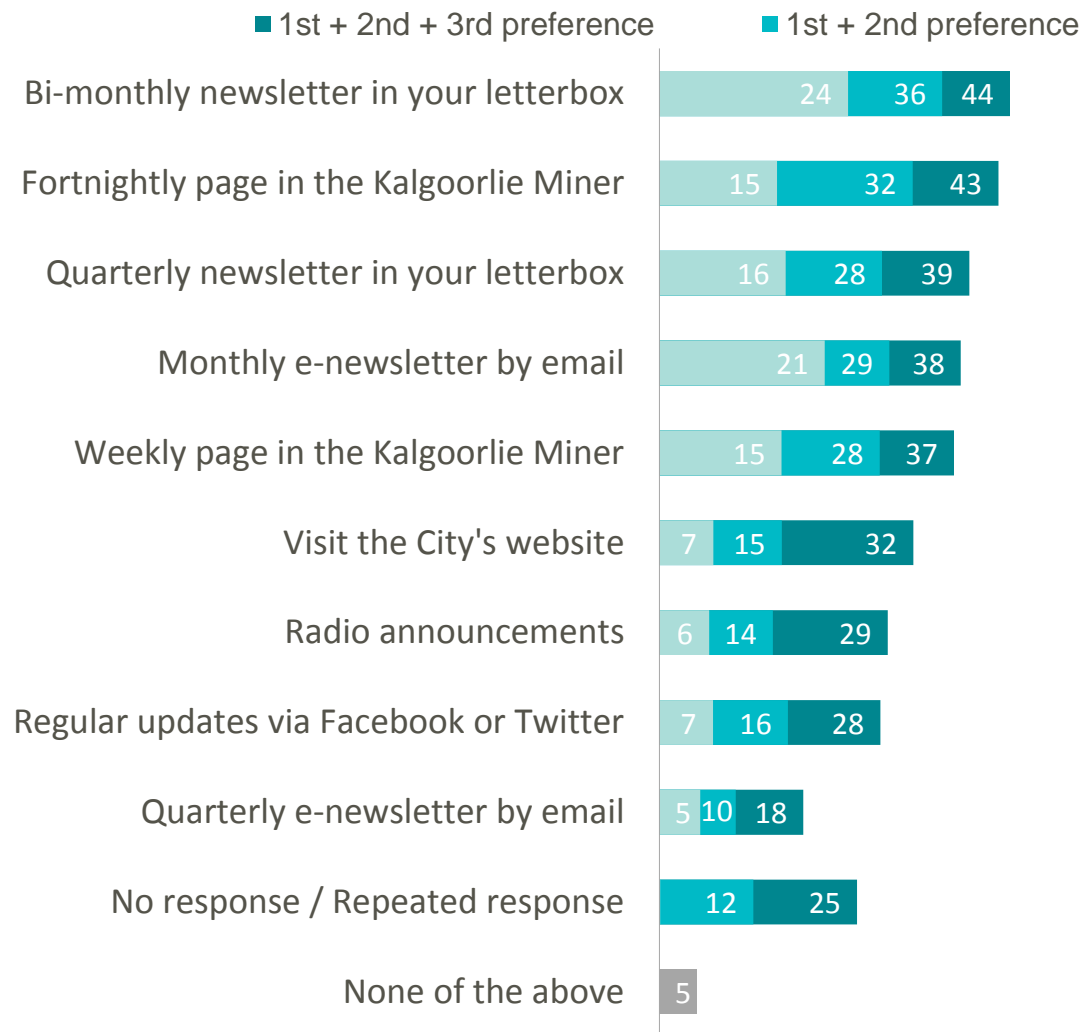
%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 401)

# Preferred communication channel

% of respondents



1st preference

A bi-monthly newsletter distributed by direct mail is the preferred channel

There is a slightly stronger preference for a fortnightly page in the Kalgoorlie Miner over a weekly page

Monthly e-newsletters preferred over quarterly e-newsletters

Social media, radio announcements and updates on the City's website are generally seen as lower priority communication channels

Q. How would you prefer to receive information and updates from the City of Kalgoorlie-Boulder in future? Please select your top 3 preferences.

Base: All respondents who provided a valid response (n = 464)

# Preferred communication channel | by community segment

Total (1<sup>st</sup> + 2<sup>nd</sup> + 3<sup>rd</sup> preferences)

% of respondents	Bi-monthly newsletter in letterbox	Fortnightly page in the Kalgoorlie Miner	Quarterly newsletter in letterbox	Monthly e-newsletter by email	Weekly page in the Kalgoorlie Miner	Visit the City's website	Radio announcements	Regular updates via Facebook or Twitter	Quarterly e-newsletter by email
Male	35%	47%	34%	42%	39%	34%	28%	20%	19%
Female	54%	38%	45%	33%	35%	29%	30%	36%	17%
Younger singles / couples (18-34)	47%	29%	31%	25%	34%	33%	29%	35%	15%
Families with younger children (0-12)	38%	43%	39%	39%	37%	32%	25%	33%	15%
Families with older children (13+)	39%	51%	36%	54%	37%	25%	23%	20%	20%
Older singles / couples (35-64)	52%	40%	47%	36%	34%	35%	35%	21%	23%
Seniors (65+)	71%	51%	52%	31%	44%	33%	44%	20%	29%
Lived in area for 0 to 10 years	39%	40%	34%	45%	41%	35%	25%	33%	19%
Lived in area for 11 to 30 years	49%	42%	46%	32%	36%	30%	30%	27%	15%
Lived in area for 31+ years	54%	43%	44%	27%	30%	22%	38%	25%	16%
Own / paying mortgage	43%	44%	41%	36%	37%	31%	30%	25%	19%
Renting	46%	39%	32%	41%	37%	38%	24%	31%	15%
Boulder	52%	41%	32%	37%	43%	25%	37%	31%	10%
Hannans / Karlkurla	39%	42%	34%	47%	39%	36%	23%	35%	13%
Kalgoorlie	55%	35%	43%	25%	39%	37%	36%	22%	22%
O'Connor	37%	33%	33%	35%	44%	33%	22%	32%	20%
Piccadilly	37%	55%	42%	46%	26%	24%	23%	27%	16%
South Boulder / West Kalgoorlie	39%	50%	51%	52%	28%	48%	15%	21%	29%
Disability or impairment	57%	53%	31%	43%	42%	32%	32%	19%	14%



60%+



40-59%



20-39%



0-19%

Q. How would you prefer to receive information and updates from the City of Kalgoorlie-Boulder in future? Please select your top 3 preferences.

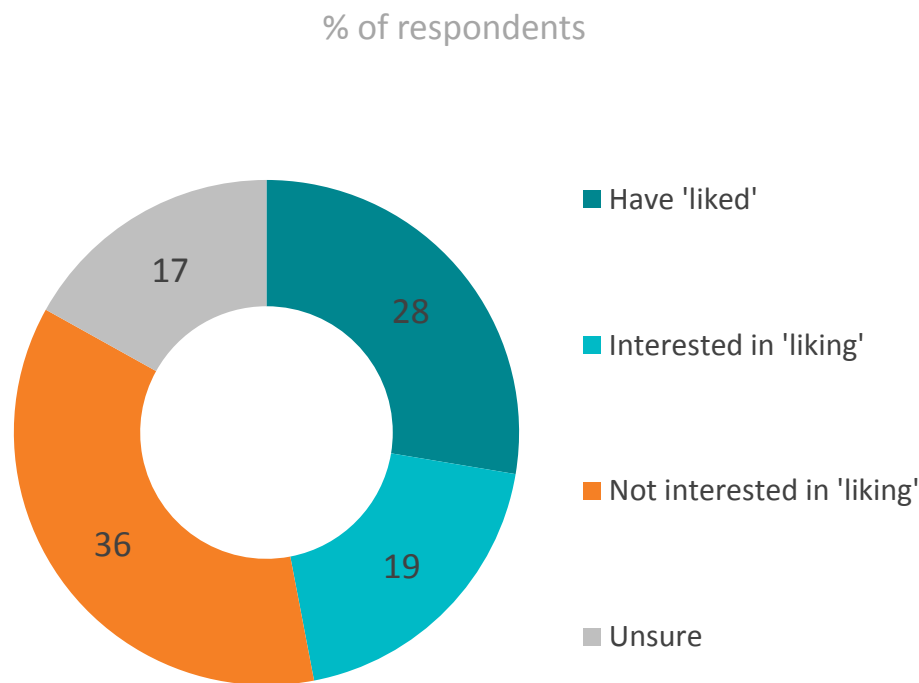
Base: All respondents who provided a valid response (n = 464)



**CATALYSE**  
RESEARCH & STRATEGY

# City's Facebook page

Have you 'liked' or would you be interested in 'liking' the City's Facebook page to receive information and updates?



28% have 'liked' the City's Facebook page and a further 19% are interested in 'liking' the page.

Younger singles and couples, families with younger children and those in O'Connor are the most likely to have 'liked' the page.

There is least interest among males, families with older children, older singles and couples, those who have lived in the area 31+ years, and those in Hannans / Karlkurla, Kalgoorlie and South Boulder / West Kalgoorlie.

% of respondents	'Liked'	Interested	Not interested
Male	21%	16%	44%
Female	35%	23%	27%
Younger singles / couples (18-34)	33%	19%	30%
Families with younger children (0-12)	38%	26%	23%
Families with older children (13+)	20%	19%	40%
Older singles / couples (35-64)	20%	11%	47%
Seniors (65+)	9%	2%	62%
Lived in area for 0 to 10 years	32%	27%	33%
Lived in area for 11 to 30 years	25%	15%	31%
Lived in area for 31+ years	23%	12%	49%
Boulder	32%	14%	35%
Hannans / Karlkurla	24%	21%	40%
Kalgoorlie	25%	18%	39%
O'Connor	38%	17%	25%
Piccadilly	25%	26%	37%
South Boulder / West Kalgoorlie	26%	15%	44%

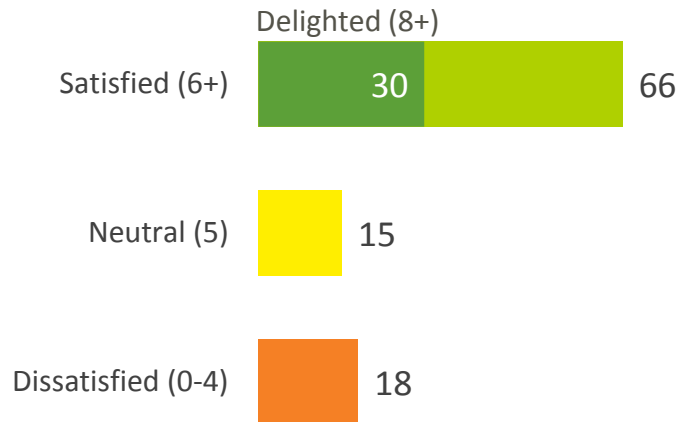
%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. Have you 'liked' or would you be interested in 'liking' the City's Facebook page to receive information and updates?  
 Base: All respondents who provided a valid response (n = 456)

# Level of customer service

## RESIDENT SATISFACTION

% of respondents



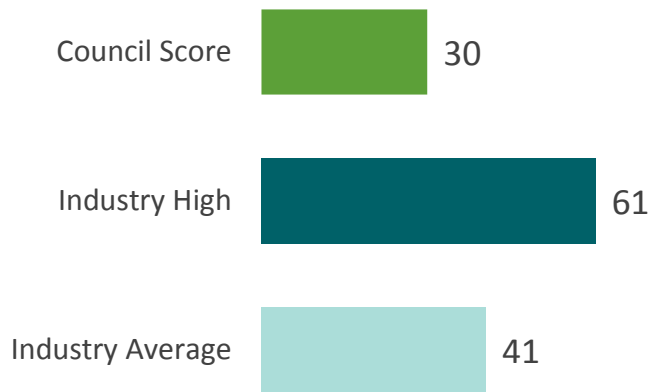
Satisfaction is moderate.

- 66% are satisfied
- 18% are dissatisfied

Perceptions are stronger among seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among those who have lived in the area 11 to 30 years and those in South Boulder / West Kalgoorlie.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	27%	21%
Families with younger children (0-12)	29%	21%
Families with older children (13+)	34%	8%
Older singles / couples (35-64)	24%	21%
Seniors (65+)	59%	13%
Lived in area for 0 to 10 years	35%	15%
Lived in area for 11 to 30 years	21%	24%
Lived in area for 31+ years	41%	15%
Boulder	23%	19%
Hannans / Karlkurla	33%	18%
Kalgoorlie	34%	17%
O'Connor	31%	18%
Piccadilly	35%	18%
South Boulder / West Kalgoorlie	20%	24%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

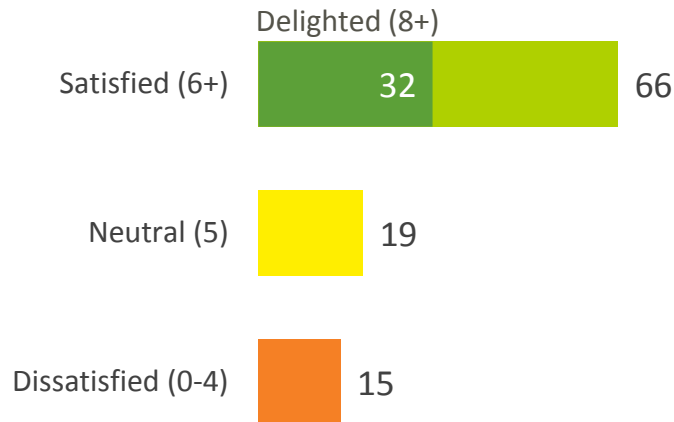
Base: All respondents who provided a valid response, excludes 'don't know' (n = 445)

# Our community, recreation and culture

# Access to health and community services

## RESIDENT SATISFACTION

% of respondents



Satisfaction is moderate.

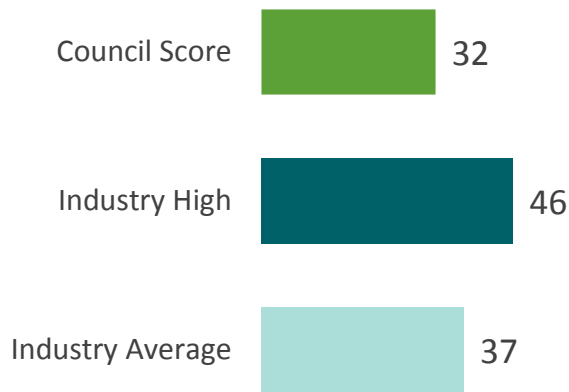
- 66% are satisfied
- 15% are dissatisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and those in Hannans / Karlkurla.

There is most room to improve perceptions among older singles and couples.

Perceptions are more divided among females.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Male	26%	10%
Female	39%	21%
Younger singles / couples (18-34)	27%	13%
Families with younger children (0-12)	28%	16%
Families with older children (13+)	30%	11%
Older singles / couples (35-64)	30%	22%
Seniors (65+)	62%	8%
Lived in area for 0 to 10 years	29%	17%
Lived in area for 11 to 30 years	29%	18%
Lived in area for 31+ years	52%	9%
Boulder	33%	21%
Hannans / Karlkurla	39%	9%
Kalgoorlie	31%	16%
O'Connor	37%	12%
Piccadilly	27%	19%
South Boulder / West Kalgoorlie	26%	0%

%% = significant variance    % = notable variance    ^Small sample size (n < 30)

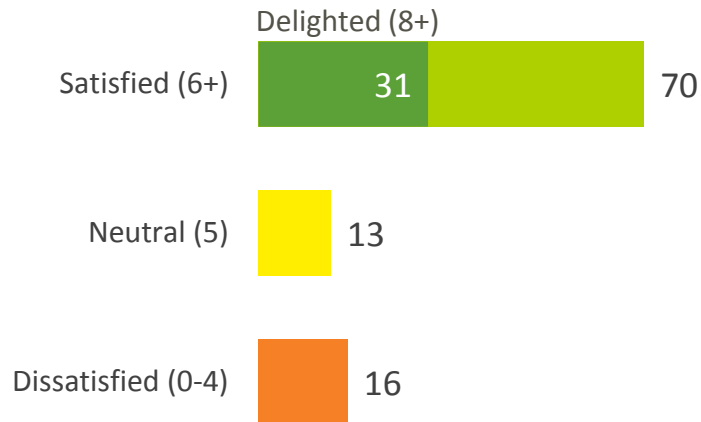
Q. The City of Kalgoorlie-Boulder does not have responsibility for these services however the City will work with responsible agencies to consider community feedback. For each area please indicate your level of satisfaction with a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response (n = 418)



# Kalgoorlie Town Centre

## RESIDENT SATISFACTION

% of respondents



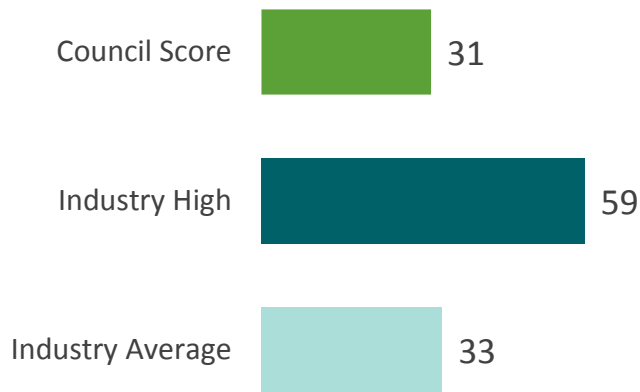
Satisfaction is relatively high.

- 70% are satisfied
- 16% are dissatisfied

Perceptions are stronger among seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among those in South Boulder / West Kalgoorlie.

## INDUSTRY STANDARDS



How the City / Town Centre is being developed

## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	27%	16%
Families with younger children (0-12)	32%	17%
Families with older children (13+)	26%	12%
Older singles / couples (35-64)	32%	15%
Seniors (65+)	51%	19%
Lived in area for 0 to 10 years	31%	17%
Lived in area for 11 to 30 years	26%	18%
Lived in area for 31+ years	47%	15%
Boulder	35%	20%
Hannans / Karlkurla	31%	9%
Kalgoorlie	28%	15%
O'Connor	35%	16%
Piccadilly	32%	20%
South Boulder / West Kalgoorlie	15%	16%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

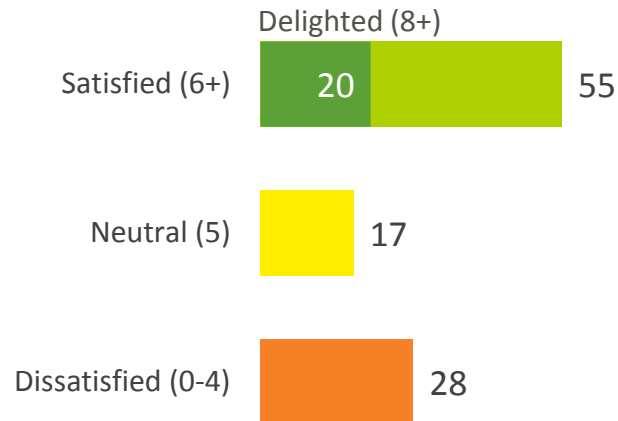
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 459)

# Boulder Town Centre

## RESIDENT SATISFACTION

% of respondents



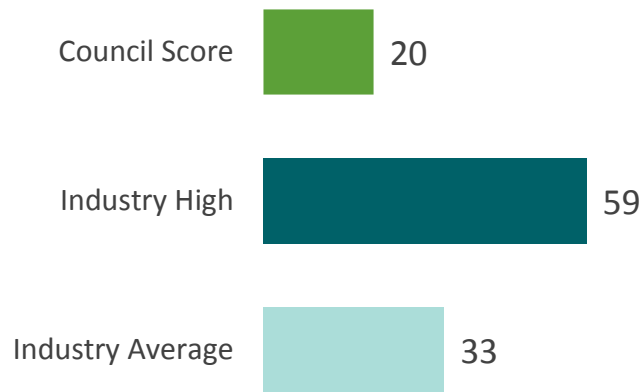
Satisfaction is moderate.

- 55% are satisfied
- 28% are dissatisfied

Perceptions are stronger among females, seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among families with younger children.

## INDUSTRY STANDARDS



How the City /  
Town Centre is  
being developed

% of respondents	Delighted	Dissatisfied
Male	16%	27%
Female	25%	29%
Younger singles / couples (18-34)	23%	19%
Families with younger children (0-12)	20%	36%
Families with older children (13+)	18%	25%
Older singles / couples (35-64)	18%	28%
Seniors (65+)	43%	21%
Lived in area for 0 to 10 years	23%	31%
Lived in area for 11 to 30 years	13%	30%
Lived in area for 31+ years	32%	23%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

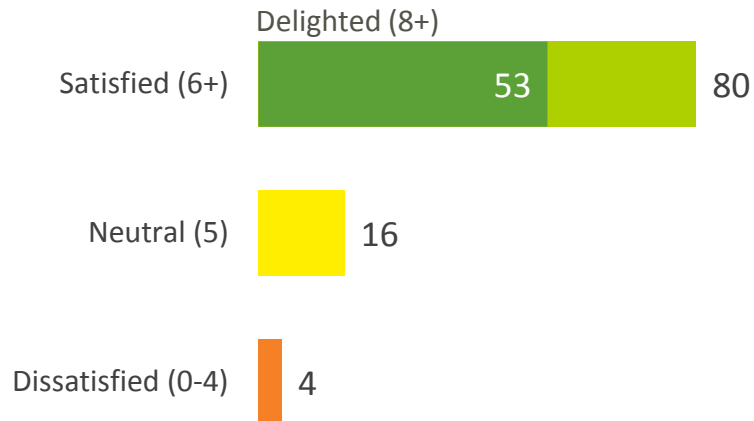
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 442)

# Library and information services

## RESIDENT SATISFACTION

% of respondents



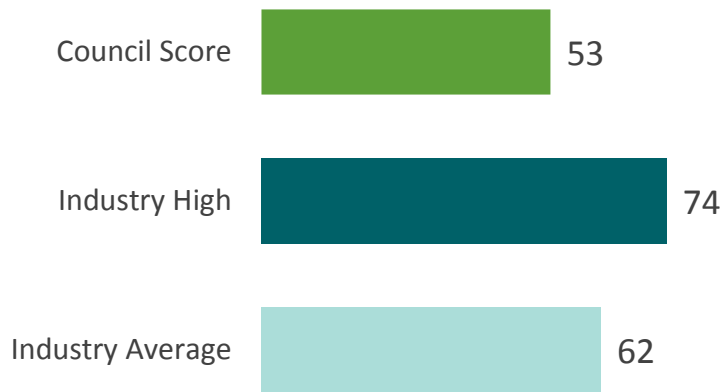
Satisfaction is high.

- 80% are satisfied

Perceptions are stronger among females, seniors, those who have lived in the area 31+ years and those in Kalgoorlie.

There is most room to improve perceptions among younger singles and couples.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Male	48%	6%
Female	58%	2%
Younger singles / couples (18-34)	38%	0%
Families with younger children (0-12)	52%	5%
Families with older children (13+)	49%	7%
Older singles / couples (35-64)	64%	5%
Seniors (65+)	79%	2%
Lived in area for 0 to 10 years	54%	5%
Lived in area for 11 to 30 years	47%	4%
Lived in area for 31+ years	71%	4%
Boulder	51%	8%
Hannans / Karlkurla	51%	2%
Kalgoorlie	63%	4%
O'Connor	47%	0%
Piccadilly	53%	5%
South Boulder / West Kalgoorlie	41%	9%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

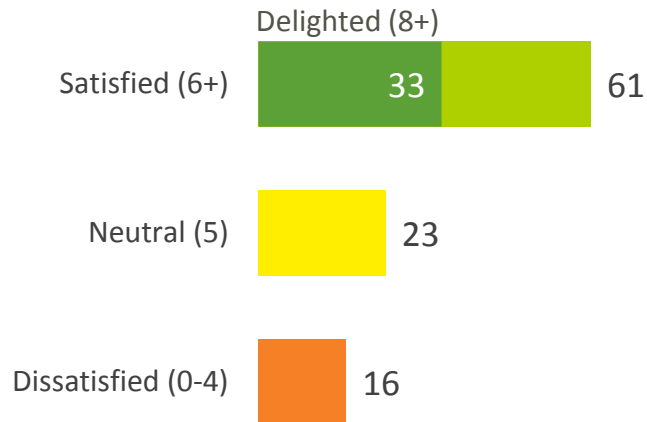
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 428)

# Goldfields War Museum and Archive Services

## RESIDENT SATISFACTION

% of respondents



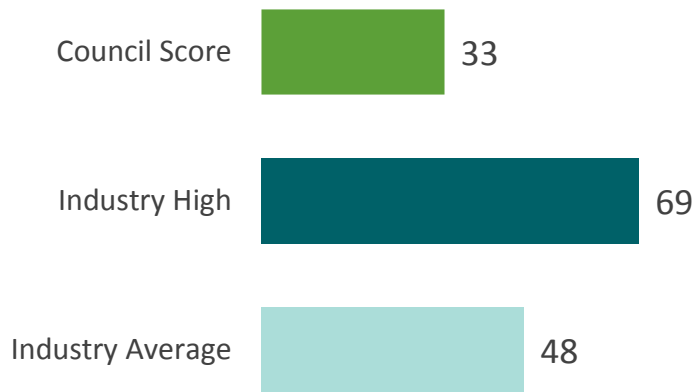
Satisfaction is moderate.

- 61% are satisfied
- 16% are dissatisfied

Perceptions are stronger among females, seniors, those who have lived in the area 10 years or less and 31+ years or more, renters and those in Kalgoorlie.

There is most room to improve perceptions among families with children.

## INDUSTRY STANDARDS



The  
[INSERT NAME]  
Museum

% of respondents	Delighted	Dissatisfied
Male	28%	20%
Female	40%	11%
Younger singles / couples (18-34)	36%	2%
Families with younger children (0-12)	31%	22%
Families with older children (13+)	27%	23%
Older singles / couples (35-64)	34%	13%
Seniors (65+)	50%	11%
Lived in area for 0 to 10 years	42%	14%
Lived in area for 11 to 30 years	23%	15%
Lived in area for 31+ years	48%	13%
Own / paying mortgage	30%	17%
Renting	49%	14%
Boulder	27%	16%
Hannans / Karlkurla	30%	21%
Kalgoorlie	41%	12%
O'Connor	26%	22%
Piccadilly	33%	14%
South Boulder / West Kalgoorlie^	38%	16%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

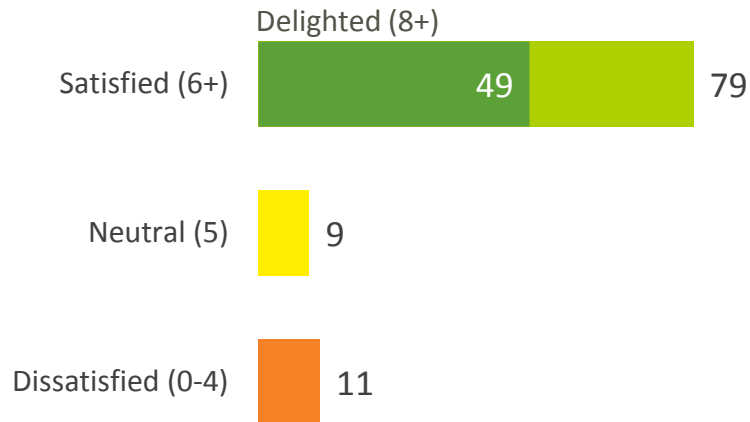
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 345)

# Festivals and events

## RESIDENT SATISFACTION

% of respondents



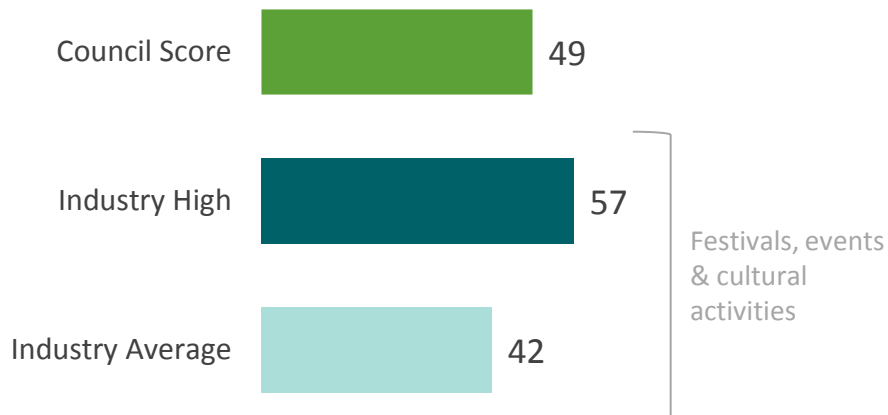
Satisfaction is relatively high.

- 79% are satisfied

Perceptions are stronger among females, seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among those in O'Connor.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Male	42%	14%
Female	58%	9%
Younger singles / couples (18-34)	40%	16%
Families with younger children (0-12)	52%	10%
Families with older children (13+)	47%	10%
Older singles / couples (35-64)	52%	14%
Seniors (65+)	66%	5%
Lived in area for 0 to 10 years	54%	11%
Lived in area for 11 to 30 years	43%	12%
Lived in area for 31+ years	65%	8%
Boulder	42%	12%
Hannans / Karlkurla	52%	13%
Kalgoorlie	53%	9%
O'Connor	51%	17%
Piccadilly	51%	11%
South Boulder / West Kalgoorlie^	38%	5%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

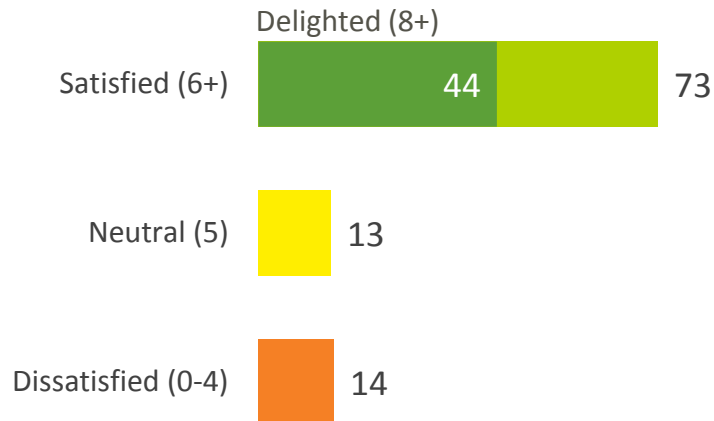
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 451)

# Goldfields Arts Centre

## RESIDENT SATISFACTION

% of respondents



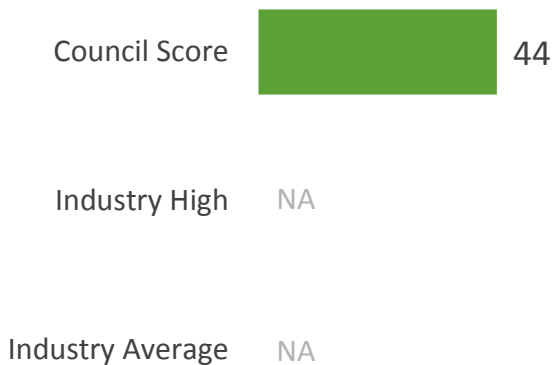
Satisfaction is relatively high.

- 73% are satisfied

Perceptions are stronger among females, seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among renters and those in South Boulder / West Kalgoorlie.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Male	35%	17%
Female	53%	11%
Younger singles / couples (18-34)	38%	10%
Families with younger children (0-12)	47%	13%
Families with older children (13+)	41%	17%
Older singles / couples (35-64)	45%	15%
Seniors (65+)	57%	10%
Lived in area for 0 to 10 years	47%	11%
Lived in area for 11 to 30 years	38%	11%
Lived in area for 31+ years	54%	17%
Own / paying mortgage	42%	12%
Renting	43%	24%
Boulder	49%	15%
Hannans / Karlkurla	51%	16%
Kalgoorlie	47%	7%
O'Connor	40%	13%
Piccadilly	38%	16%
South Boulder / West Kalgoorlie^	32%	26%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

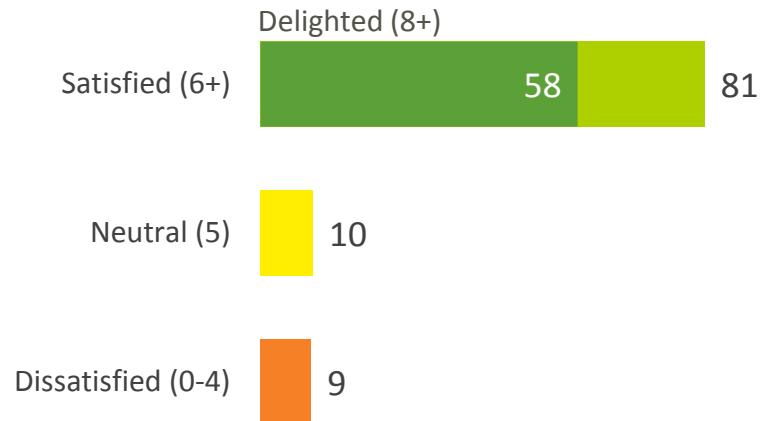
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 430)

# The Goldfields Oasis recreation and aquatic centre

## RESIDENT SATISFACTION

% of respondents



Satisfaction is high.

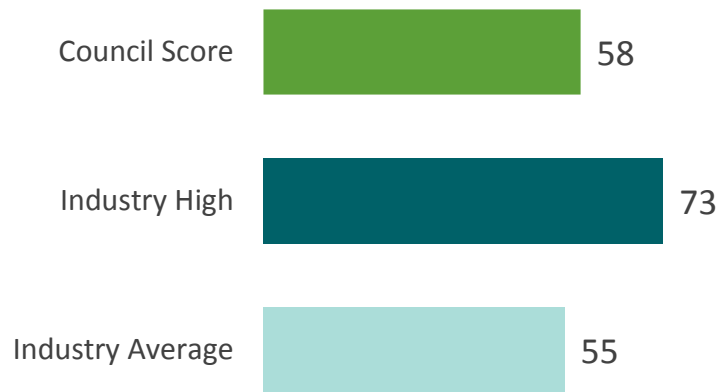
- 81% are satisfied

Perceptions are stronger among seniors, renters and those in South Boulder / West Kalgoorlie.

There is most room to improve perceptions among older singles and couples.

Perceptions are most divided among those who have lived in the area 31+ years.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	56%	7%
Families with younger children (0-12)	60%	6%
Families with older children (13+)	59%	8%
Older singles / couples (35-64)	49%	20%
Seniors (65+)	70%	7%
Lived in area for 0 to 10 years	62%	5%
Lived in area for 11 to 30 years	51%	11%
Lived in area for 31+ years	65%	15%
Own / paying mortgage	53%	9%
Renting	77%	9%
Boulder	52%	9%
Hannans / Karlkurla	64%	8%
Kalgoorlie	55%	13%
O'Connor	56%	6%
Piccadilly	59%	10%
South Boulder / West Kalgoorlie	68%	2%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

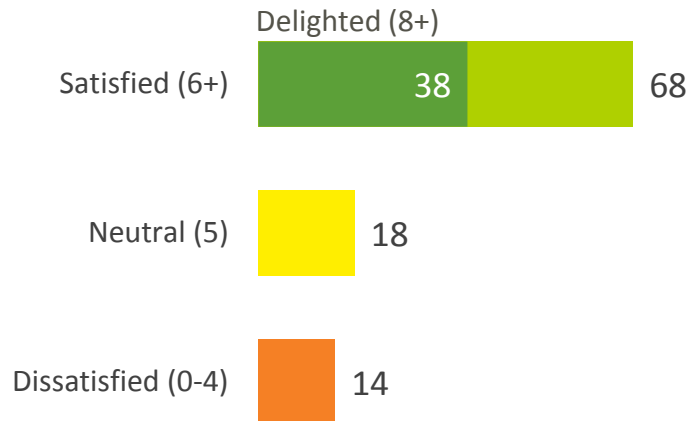
Base: All respondents who provided a valid response, excludes 'don't know' (n = 434)



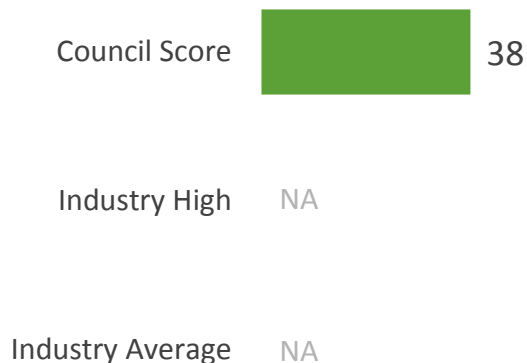
# Access to arts and cultural activities

## RESIDENT SATISFACTION

% of respondents



## INDUSTRY STANDARDS



Satisfaction is moderate.

- 68% are satisfied

Perceptions are stronger among females, seniors, those who have lived in the area 31+ years.

There is most room to improve perceptions among those in Kalgoorlie and South Boulder / West Kalgoorlie.

% of respondents	Delighted	Dissatisfied
Male	32%	15%
Female	45%	13%
Younger singles / couples (18-34)	36%	15%
Families with younger children (0-12)	41%	14%
Families with older children (13+)	31%	16%
Older singles / couples (35-64)	37%	14%
Seniors (65+)	55%	8%
Lived in area for 0 to 10 years	44%	12%
Lived in area for 11 to 30 years	30%	16%
Lived in area for 31+ years	52%	10%
Boulder	34%	6%
Hannans / Karlkurla	44%	14%
Kalgoorlie	34%	19%
O'Connor	42%	13%
Piccadilly	44%	13%
South Boulder / West Kalgoorlie^	18%	22%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

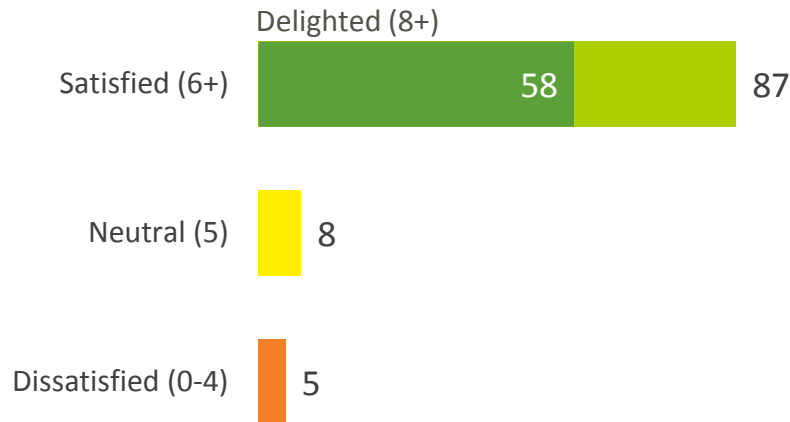
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 423)

# Parks and reserves

## RESIDENT SATISFACTION

% of respondents



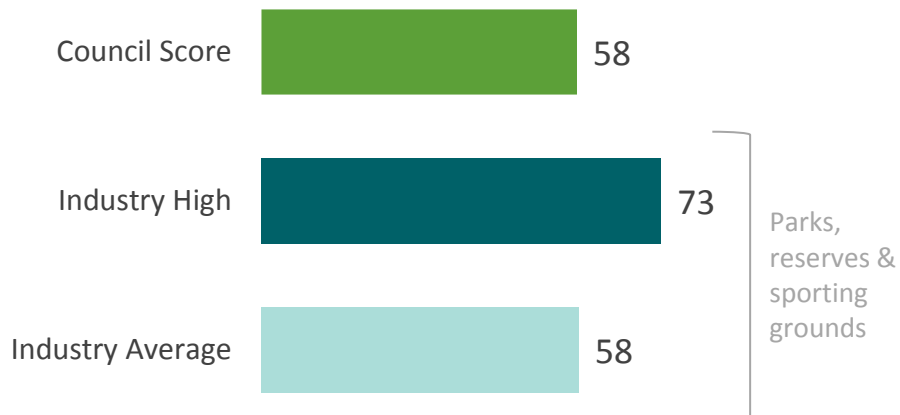
Satisfaction is high.

- 80% are satisfied

Perceptions are stronger among seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among those in Boulder.

## INDUSTRY STANDARDS



## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	52%	3%
Families with younger children (0-12)	59%	4%
Families with older children (13+)	57%	6%
Older singles / couples (35-64)	57%	7%
Seniors (65+)	70%	6%
Lived in area for 0 to 10 years	62%	4%
Lived in area for 11 to 30 years	46%	5%
Lived in area for 31+ years	73%	6%
Boulder	48%	6%
Hannans / Karlkurla	62%	7%
Kalgoorlie	59%	4%
O'Connor	57%	6%
Piccadilly	60%	4%
South Boulder / West Kalgoorlie	61%	2%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

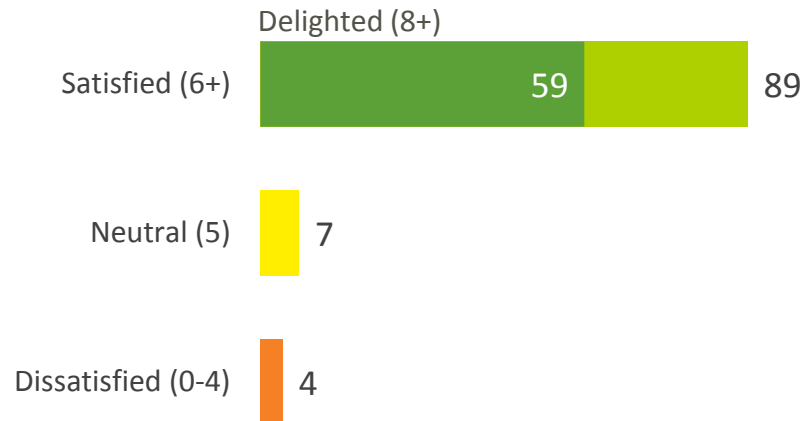
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 463)

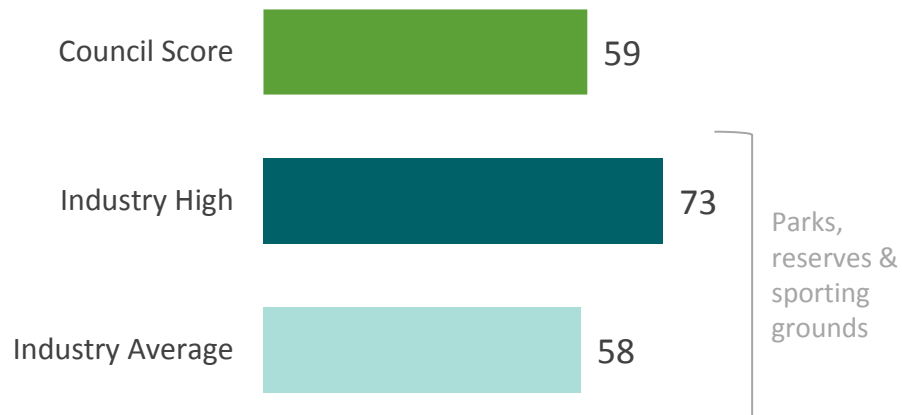
# Sporting grounds and ovals

## RESIDENT SATISFACTION

% of respondents



## INDUSTRY STANDARDS



Satisfaction is high.

- 89% are satisfied

Perceptions are stronger among those who have lived in the area 10 years or less and 31+ years and those in Hannans / Karlkura, Kalgoorlie, Piccadilly and South Boulder / West Kalgoorlie.

There is most room to improve perceptions among younger singles and couples.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	45%	4%
Families with younger children (0-12)	65%	4%
Families with older children (13+)	64%	4%
Older singles / couples (35-64)	55%	6%
Seniors (65+)	67%	0%
Lived in area for 0 to 10 years	64%	3%
Lived in area for 11 to 30 years	47%	7%
Lived in area for 31+ years	70%	3%
Boulder	47%	4%
Hannans / Karlkura	63%	4%
Kalgoorlie	62%	4%
O'Connor	52%	7%
Piccadilly	63%	4%
South Boulder / West Kalgoorlie	66%	0%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

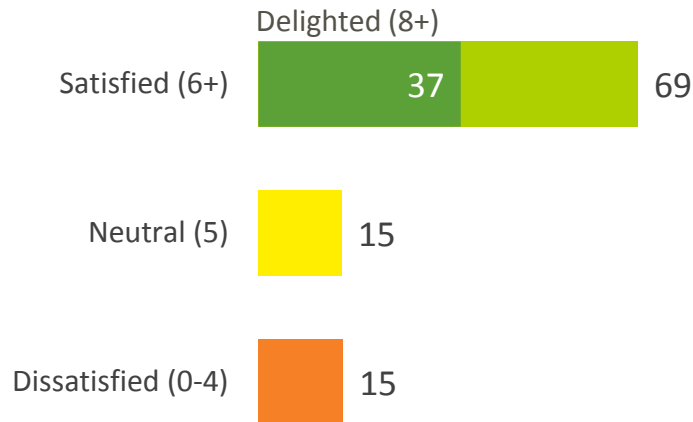
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 448)

# Opportunities to be included and connected to your community

## RESIDENT SATISFACTION

% of respondents



Satisfaction is moderate.

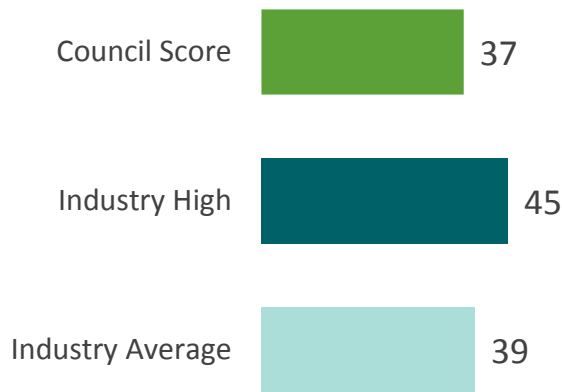
- 69% are satisfied
- 15% are dissatisfied

Perceptions are stronger among seniors, those who have lived in the area 10 years or less and 31+ years.

There is most room to improve perceptions among families with younger children, older singles and couples and those in South Boulder / West Kalgoorlie.

Views are mixed in Hannans / Karlkura.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	42%	10%
Families with younger children (0-12)	37%	18%
Families with older children (13+)	32%	9%
Older singles / couples (35-64)	35%	23%
Seniors (65+)	50%	11%
Lived in area for 0 to 10 years	44%	14%
Lived in area for 11 to 30 years	23%	18%
Lived in area for 31+ years	51%	14%
Boulder	41%	13%
Hannans / Karlkura	59%	23%
Kalgoorlie	36%	13%
O'Connor	36%	20%
Piccadilly	35%	14%
South Boulder / West Kalgoorlie^	16%	15%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

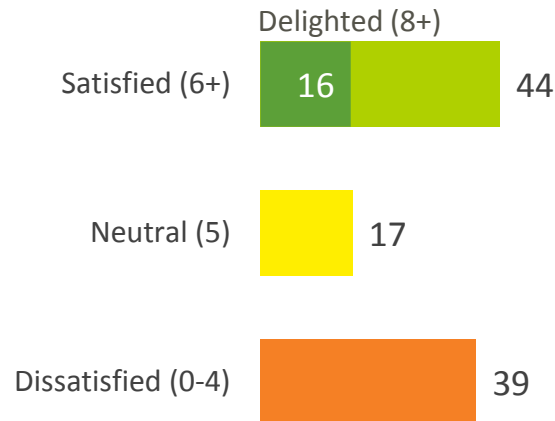
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 424)

# Safety and Security

## RESIDENT SATISFACTION

% of respondents



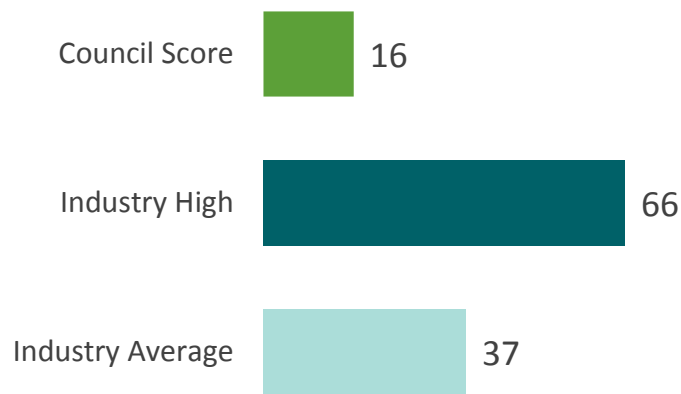
Satisfaction is low.

- 44% are satisfied
- 39% are dissatisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and renters.

There is most room to improve perceptions among families with younger children, older singles and couples, those in Boulder, Piccadilly and South Boulder / West Kalgoorlie.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	18%	27%
Families with younger children (0-12)	12%	46%
Families with older children (13+)	15%	35%
Older singles / couples (35-64)	21%	47%
Seniors (65+)	29%	21%
Lived in area for 0 to 10 years	18%	42%
Lived in area for 11 to 30 years	10%	39%
Lived in area for 31+ years	32%	25%
Own / paying mortgage	14%	40%
Renting	26%	39%
Boulder	14%	44%
Hannans / Karlkurla	24%	29%
Kalgoorlie	20%	35%
O'Connor	23%	34%
Piccadilly	11%	45%
South Boulder / West Kalgoorlie	10%	50%

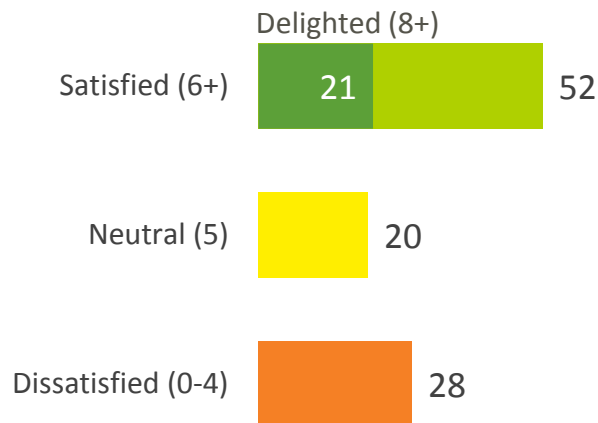
%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder does not have responsibility for these services however the City will work with responsible agencies to consider community feedback. For each area please indicate your level of satisfaction with a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response (n = 419)

# Youth services and facilities

## RESIDENT SATISFACTION

% of respondents



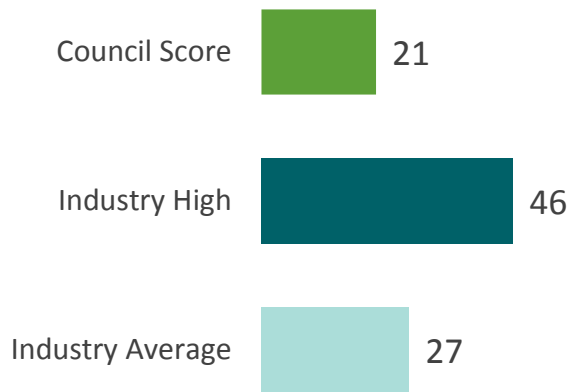
Satisfaction is moderate.

- 52% are satisfied
- 28% are dissatisfied

Perceptions are stronger among seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among younger singles and couples and those in South Boulder / West Kalgoorlie.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	11%	30%
Families with younger children (0-12)	18%	34%
Families with older children (13+)	27%	21%
Older singles / couples (35-64)	20%	30%
Seniors (65+)	45%	19%
Lived in area for 0 to 10 years	21%	31%
Lived in area for 11 to 30 years	14%	28%
Lived in area for 31+ years	34%	23%
Boulder	26%	31%
Hannans / Karlkurla^	31%	21%
Kalgoorlie	20%	22%
O'Connor	23%	32%
Piccadilly	18%	33%
South Boulder / West Kalgoorlie	10%	24%

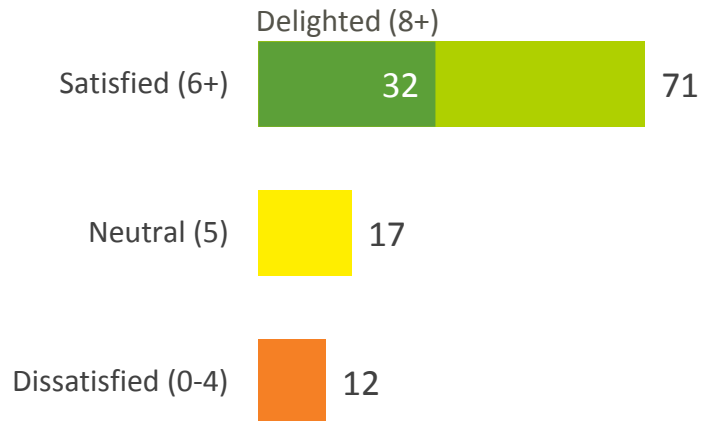
%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder does not have responsibility for these services however the City will work with responsible agencies to consider community feedback. For each area please indicate your level of satisfaction with a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response (n = 360)

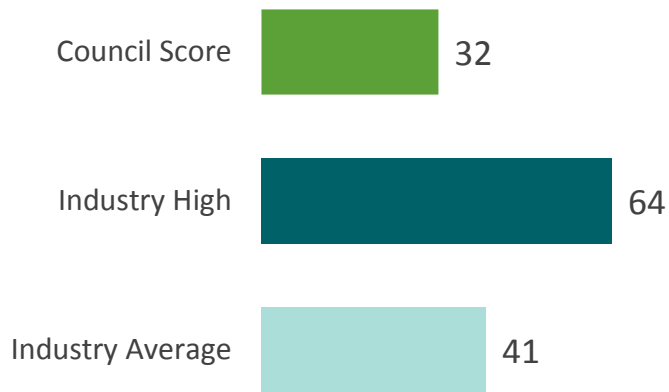
# Facilities, services and care for seniors includes the eastern Goldfields Community Centre

## RESIDENT SATISFACTION

% of respondents



## INDUSTRY STANDARDS



Satisfaction is relatively high.

- 71% are satisfied

Perceptions are stronger among older residents, those who have lived in the area 31+ years and those in Hannans / Karlkurla.

There is most room to improve perceptions among those in Boulder and Piccadilly, and among families with younger children.

### % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	16%	15%
Families with younger children (0-12)	23%	17%
Families with older children (13+)	27%	13%
Older singles / couples (35-64)	42%	9%
Seniors (65+)	66%	6%
Lived in area for 0 to 10 years	29%	16%
Lived in area for 11 to 30 years	22%	13%
Lived in area for 31+ years	60%	9%
Own / paying mortgage	32%	13%
Renting	35%	11%
Boulder	34%	16%
Hannans / Karlkurla^	43%	4%
Kalgoorlie	34%	12%
O'Connor	37%	9%
Piccadilly	26%	17%
South Boulder / West Kalgoorlie^	29%	3%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

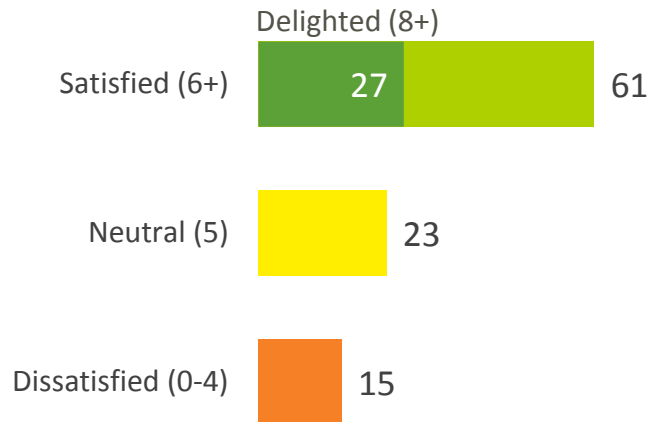
Q. The City of Kalgoorlie-Boulder does not have responsibility for these services however the City will work with responsible agencies to consider community feedback. For each area please indicate your level of satisfaction with a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response (n = 333)



# Access to services and facilities for people with disabilities

## RESIDENT SATISFACTION

% of respondents



Satisfaction is moderate.

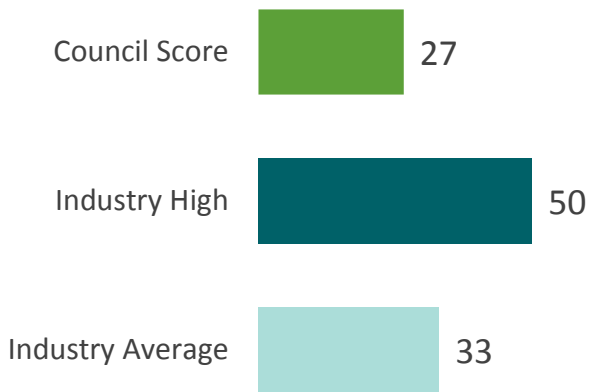
- 61% are satisfied
- 15% are dissatisfied

Perceptions are stronger among older residents and those who have lived in the area 31+ years.

There is most room to improve perceptions among families with younger children.

Perceptions are more neutral among those in South Boulder / West Kalgoorlie.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)^	11%	6%
Families with younger children (0-12)	23%	23%
Families with older children (13+)	26%	14%
Older singles / couples (35-64)	27%	17%
Seniors (65+)	49%	6%
Lived in area for 0 to 10 years	27%	18%
Lived in area for 11 to 30 years	20%	15%
Lived in area for 31+ years	43%	10%
Boulder	28%	29%
Hannans / Karlkurla^	39%	8%
Kalgoorlie	25%	16%
O'Connor	36%	11%
Piccadilly	22%	13%
South Boulder / West Kalgoorlie^	19%	0%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

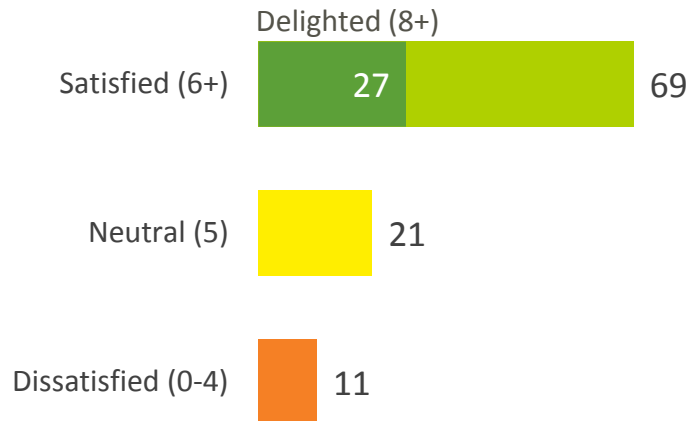
Q. The City of Kalgoorlie-Boulder does not have responsibility for these services however the City will work with responsible agencies to consider community feedback. For each area please indicate your level of satisfaction with a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response (n = 300)

# Our environment, resource management and services

# Conservation and environmental management

## RESIDENT SATISFACTION

% of respondents



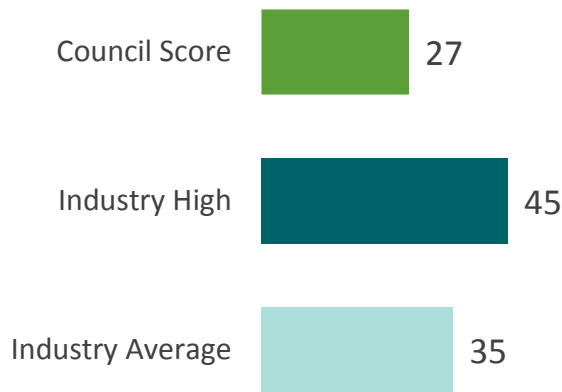
Satisfaction is moderate.

- 69% are satisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and those in Hannans / Karlkurla.

There is most room to improve perceptions among those in South Boulder / West Kalgoorlie.

## INDUSTRY STANDARDS



### % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	23%	10%
Families with younger children (0-12)	24%	10%
Families with older children (13+)	27%	11%
Older singles / couples (35-64)	31%	13%
Seniors (65+)	47%	5%
Lived in area for 0 to 10 years	29%	10%
Lived in area for 11 to 30 years	18%	14%
Lived in area for 31+ years	45%	10%
Own / paying mortgage	23%	11%
Renting	43%	7%
Boulder	22%	13%
Hannans / Karlkurla	34%	0%
Kalgoorlie	29%	8%
O'Connor	30%	10%
Piccadilly	29%	12%
South Boulder / West Kalgoorlie	11%	26%

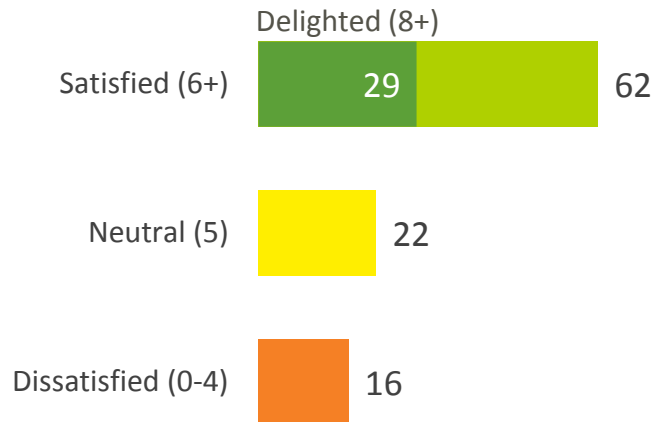
%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder does not have responsibility for these services however the City will work with responsible agencies to consider community feedback. For each area please indicate your level of satisfaction with a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response (n = 381)

# Efforts to promote and adopt sustainable practices

## RESIDENT SATISFACTION

% of respondents

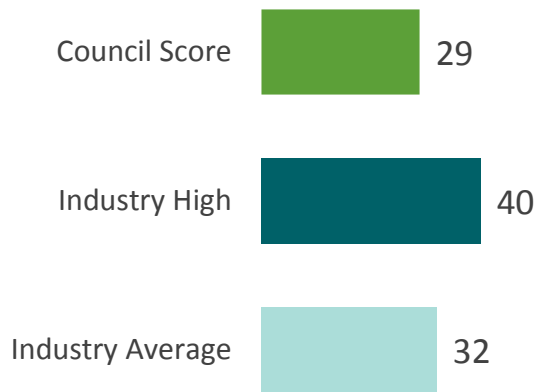


Satisfaction is moderate.

- 62% are satisfied
- 16% are dissatisfied

Perceptions are stronger among seniors and those who have lived in the area 31+ years.

## INDUSTRY STANDARDS



### % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	26%	22%
Families with younger children (0-12)	32%	16%
Families with older children (13+)	23%	15%
Older singles / couples (35-64)	30%	18%
Seniors (65+)	44%	4%
Lived in area for 0 to 10 years	28%	17%
Lived in area for 11 to 30 years	23%	21%
Lived in area for 31+ years	43%	15%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

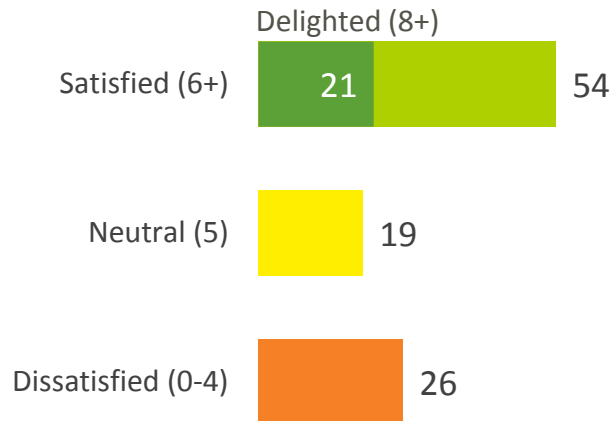
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 405)

# Enforcement of local-laws relating to food, health, noise and pollution

## RESIDENT SATISFACTION

% of respondents



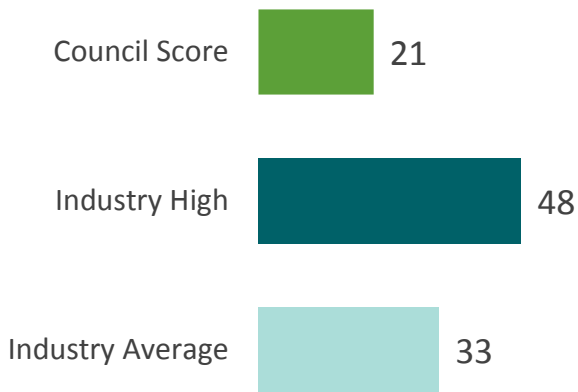
Satisfaction is moderate.

- 54% are satisfied
- 26% are dissatisfied

Perceptions are stronger among seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among older singles / couples and those in Boulder and O'Connor.

## INDUSTRY STANDARDS



### % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	10%	26%
Families with younger children (0-12)	26%	25%
Families with older children (13+)	23%	22%
Older singles / couples (35-64)	20%	32%
Seniors (65+)	33%	18%
Lived in area for 0 to 10 years	23%	26%
Lived in area for 11 to 30 years	12%	29%
Lived in area for 31+ years	38%	27%
Boulder	25%	33%
Hannans / Karlkurla	25%	19%
Kalgoorlie	17%	19%
O'Connor	25%	41%
Piccadilly	23%	26%
South Boulder / West Kalgoorlie	6%	28%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

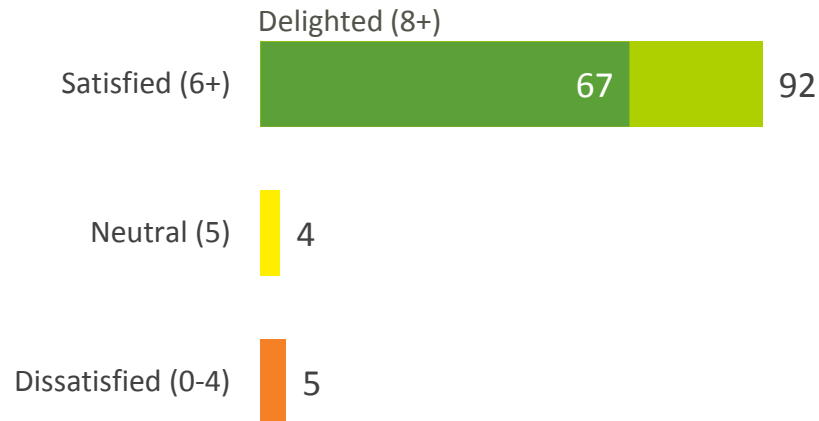
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 415)

# Weekly residential rubbish collections

## RESIDENT SATISFACTION

% of respondents

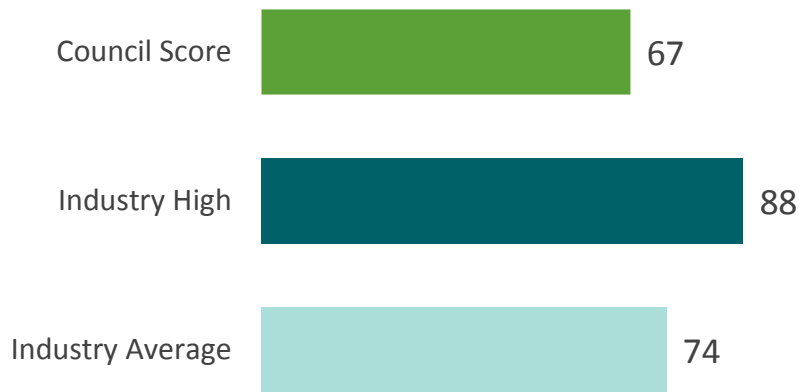


Satisfaction is very high.

- 92% are satisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and renters.

## INDUSTRY STANDARDS



### % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	57%	7%
Families with younger children (0-12)	69%	5%
Families with older children (13+)	62%	4%
Older singles / couples (35-64)	73%	5%
Seniors (65+)	84%	2%
Lived in area for 0 to 10 years	71%	3%
Lived in area for 11 to 30 years	59%	8%
Lived in area for 31+ years	83%	3%
Own / paying mortgage	65%	5%
Renting	77%	3%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

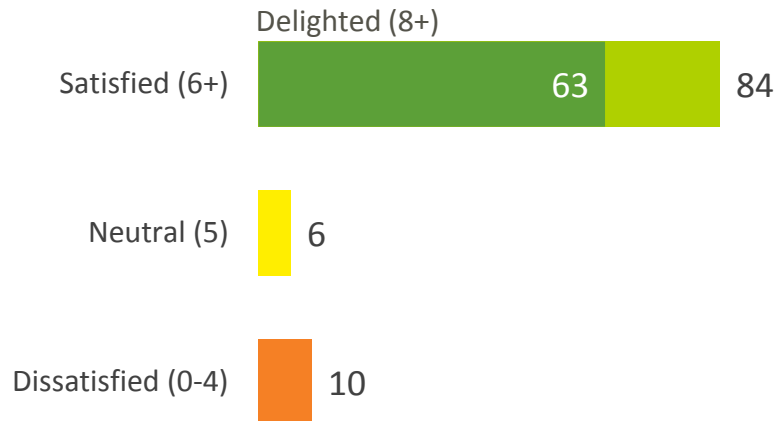
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 466)

# Fortnightly residential recycling services

## RESIDENT SATISFACTION

% of respondents

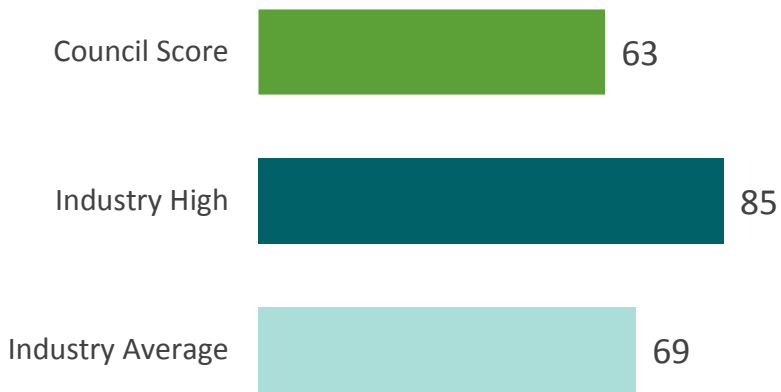


Satisfaction is high.

- 84% are satisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and renters.

## INDUSTRY STANDARDS



## % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	54%	15%
Families with younger children (0-12)	62%	11%
Families with older children (13+)	57%	7%
Older singles / couples (35-64)	69%	11%
Seniors (65+)	86%	4%
Lived in area for 0 to 10 years	63%	11%
Lived in area for 11 to 30 years	58%	10%
Lived in area for 31+ years	80%	11%
Own / paying mortgage	61%	9%
Renting	73%	9%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

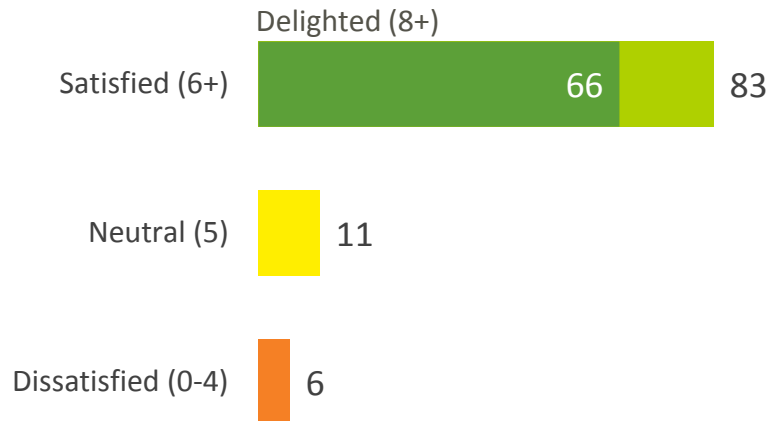
Base: All respondents who provided a valid response, excludes 'don't know' (n = 463)



# Free residential Bulk Bin service (skip bin)

## RESIDENT SATISFACTION

% of respondents



Satisfaction is high.

- 83% are satisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and in Kalgoorlie.

There is most room to improve perceptions in Hannans / Karlkurla and among families with children.

## INDUSTRY STANDARDS



Industry High NA

Industry Average NA

### % of respondents

	Delighted	Dissatisfied
Younger singles / couples (18-34)	72%	2%
Families with younger children (0-12)	59%	7%
Families with older children (13+)	52%	8%
Older singles / couples (35-64)	79%	5%
Seniors (65+)	85%	4%
Lived in area for 0 to 10 years	71%	5%
Lived in area for 11 to 30 years	61%	6%
Lived in area for 31+ years	85%	3%
Boulder	65%	4%
Hannans / Karlkurla	64%	12%
Kalgoorlie	75%	5%
O'Connor	56%	3%
Piccadilly	68%	5%
South Boulder / West Kalgoorlie^	60%	7%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

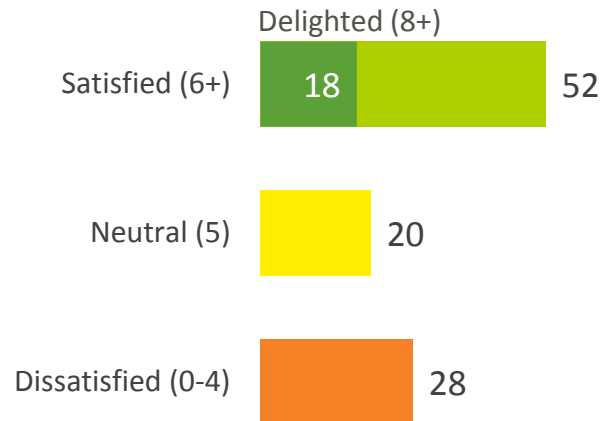
Base: All respondents who provided a valid response, excludes 'don't know' (n = 397)

Our economy, infrastructure,  
systems and services

# Economic development, tourism and job creation

## RESIDENT SATISFACTION

% of respondents



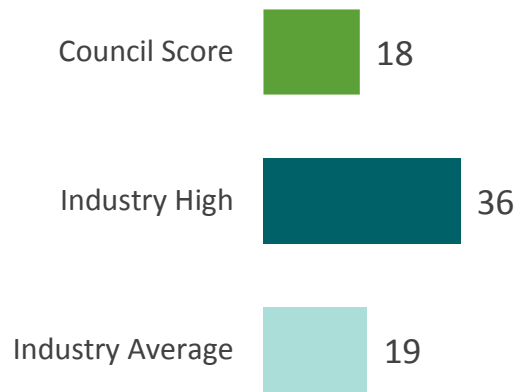
Satisfaction is moderate.

- 52% are satisfied
- 28% are dissatisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and those in O'Connor.

There is most room to improve perceptions among older singles and couples, those in Boulder and South Boulder / West Kalgoorlie and those with a disability or impairment.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	12%	28%
Families with younger children (0-12)	15%	27%
Families with older children (13+)	18%	20%
Older singles / couples (35-64)	21%	37%
Seniors (65+)	35%	15%
Lived in area for 0 to 10 years	18%	26%
Lived in area for 11 to 30 years	11%	33%
Lived in area for 31+ years	37%	22%
Boulder	16%	33%
Hannans / Karlkurla	24%	14%
Kalgoorlie	17%	28%
O'Connor	29%	26%
Piccadilly	14%	26%
South Boulder / West Kalgoorlie^	7%	43%
Disability or impairment	16%	40%

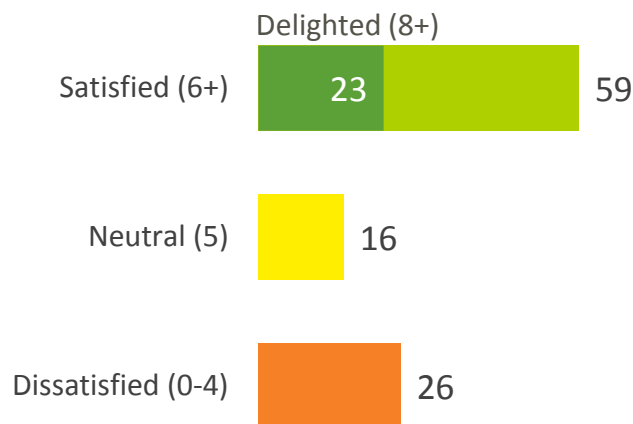
%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder does not have responsibility for these services however the City will work with responsible agencies to consider community feedback. For each area please indicate your level of satisfaction with a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response (n = 412)

# Access to goods and services in the area

## RESIDENT SATISFACTION

% of respondents



Satisfaction is moderate.

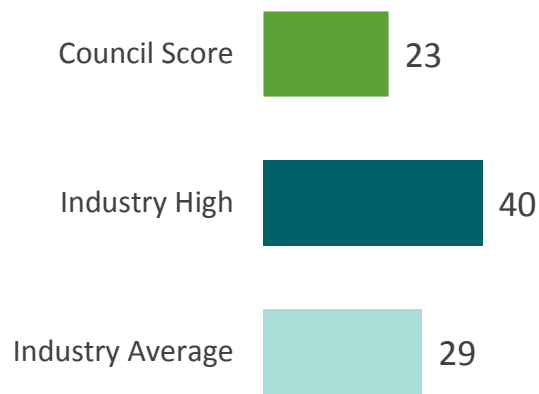
- 59% are satisfied
- 26% are dissatisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and renters.

There is most room to improve perceptions among females.

Views are divided in O'Connor.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Male	22%	22%
Female	24%	31%
Younger singles / couples (18-34)	24%	23%
Families with younger children (0-12)	18%	29%
Families with older children (13+)	21%	27%
Older singles / couples (35-64)	26%	30%
Seniors (65+)	38%	11%
Lived in area for 0 to 10 years	26%	26%
Lived in area for 11 to 30 years	14%	33%
Lived in area for 31+ years	39%	17%
Own / paying mortgage	20%	28%
Renting	34%	17%
Boulder	24%	23%
Hannans / Karlkurla	24%	20%
Kalgoorlie	25%	28%
O'Connor	33%	30%
Piccadilly	14%	28%
South Boulder / West Kalgoorlie	15%	12%

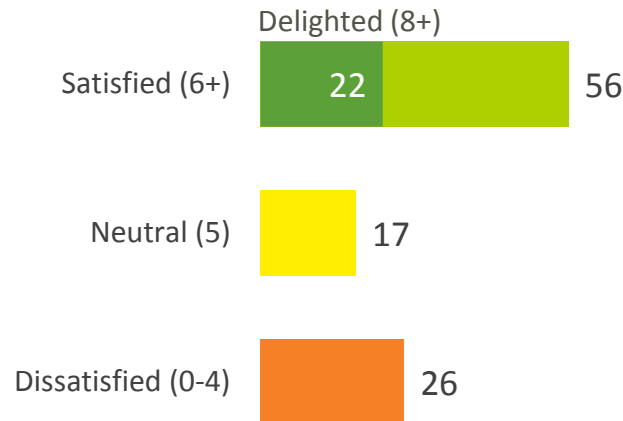
%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder does not have responsibility for these services however the City will work with responsible agencies to consider community feedback. For each area please indicate your level of satisfaction with a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response (n = 432)

# Education and training opportunities

## RESIDENT SATISFACTION

% of respondents



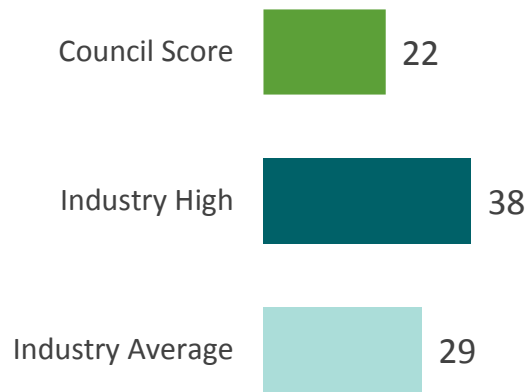
Satisfaction is moderate.

- 56% are satisfied
- 26% are dissatisfied

Perceptions are stronger among seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among those in South Boulder / West Kalgoorlie.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	17%	23%
Families with younger children (0-12)	21%	29%
Families with older children (13+)	22%	23%
Older singles / couples (35-64)	22%	30%
Seniors (65+)	48%	9%
Lived in area for 0 to 10 years	24%	25%
Lived in area for 11 to 30 years	15%	30%
Lived in area for 31+ years	41%	25%
Boulder	28%	25%
Hannans / Karlkurla	20%	15%
Kalgoorlie	26%	19%
O'Connor	27%	30%
Piccadilly	17%	31%
South Boulder / West Kalgoorlie^	12%	43%

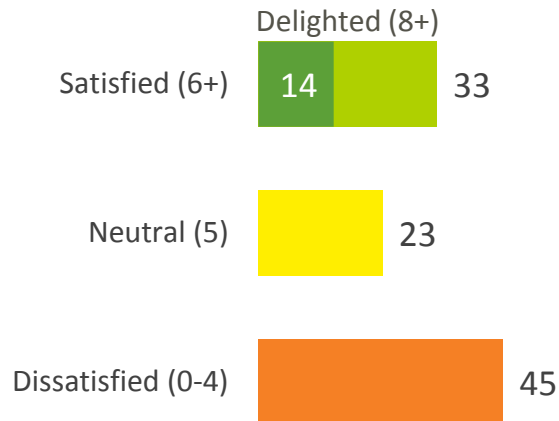
%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder does not have responsibility for these services however the City will work with responsible agencies to consider community feedback. For each area please indicate your level of satisfaction with a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied. Base: All respondents who provided a valid response (n = 402)

# Planning and building approvals

## RESIDENT SATISFACTION

% of respondents



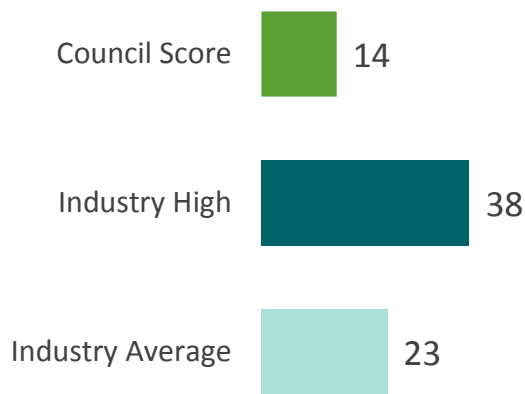
Satisfaction is low.

- 33% are satisfied
- 45% are dissatisfied

Perceptions are stronger among seniors.

There is most room to improve perceptions among those in South Boulder / West Kalgoorlie and those with a disability or impairment.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	19%	36%
Families with younger children (0-12)	13%	45%
Families with older children (13+)	12%	44%
Older singles / couples (35-64)	11%	45%
Seniors (65+)	35%	28%
Boulder	16%	50%
Hannans / Karlkurla	18%	50%
Kalgoorlie	13%	31%
O'Connor	17%	39%
Piccadilly	15%	44%
South Boulder / West Kalgoorlie^	0%	75%
Disability or impairment	6%	60%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

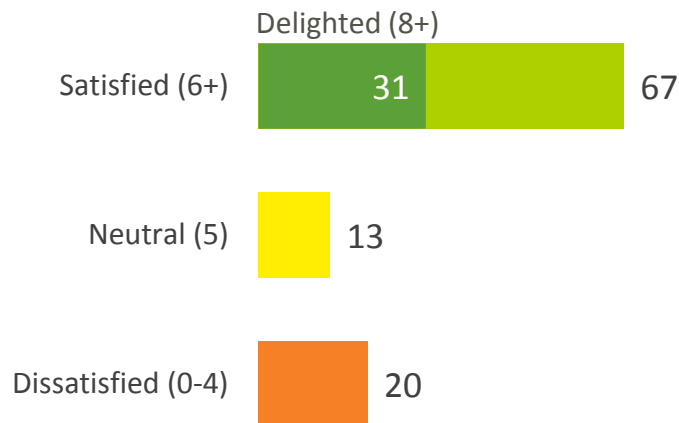
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 342)

# Community buildings, halls and public toilets

## RESIDENT SATISFACTION

% of respondents



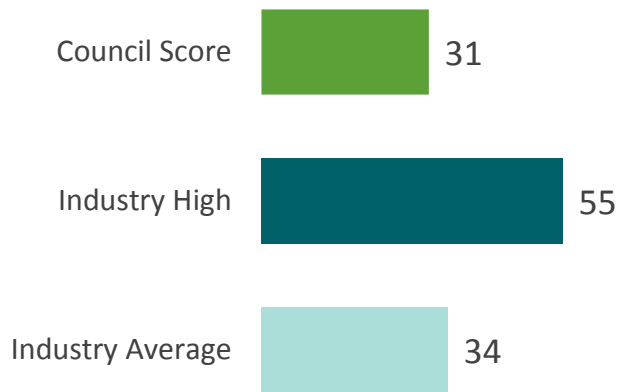
Satisfaction is moderate.

- 67% are satisfied
- 20% are dissatisfied

Perceptions are stronger among seniors and those who have lived in the area 31+ years.

There is most room to improve perceptions among families with younger children, those who have lived in the area 11 to 30 years, and in Boulder.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	30%	20%
Families with younger children (0-12)	28%	25%
Families with older children (13+)	29%	15%
Older singles / couples (35-64)	34%	20%
Seniors (65+)	47%	12%
Lived in area for 0 to 10 years	35%	18%
Lived in area for 11 to 30 years	18%	27%
Lived in area for 31+ years	45%	12%
Boulder	28%	31%
Hannans / Karlkurla	36%	17%
Kalgoorlie	34%	14%
O'Connor	30%	15%
Piccadilly	28%	22%
South Boulder / West Kalgoorlie	28%	19%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

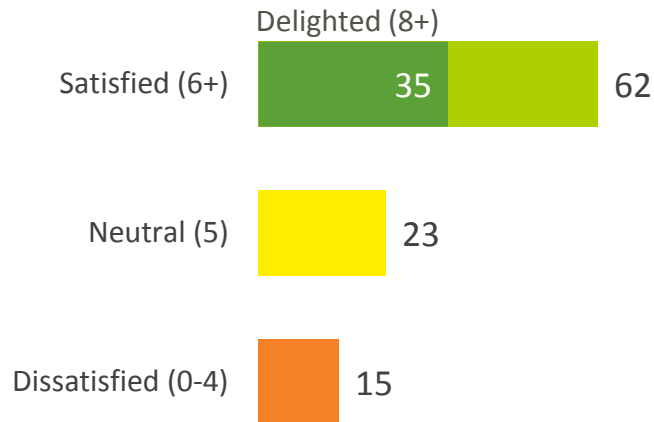
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 452)

# Disability access to public places

## RESIDENT SATISFACTION

% of respondents



## INDUSTRY STANDARDS



Satisfaction is moderate.

- 62% are satisfied
- 15% are dissatisfied

Perceptions are stronger among males, seniors, those who have lived in the area 10 years or less and those in Hannans / Karlkurla and O'Connor.

There is most room to improve perceptions among older singles and couples.

% of respondents	Delighted	Dissatisfied
Male	40%	11%
Female	28%	18%
Younger singles / couples (18-34)^	31%	7%
Families with younger children (0-12)	35%	15%
Families with older children (13+)	29%	18%
Older singles / couples (35-64)	33%	21%
Seniors (65+)	54%	6%
Lived in area for 0 to 10 years	44%	13%
Lived in area for 11 to 30 years	27%	17%
Lived in area for 31+ years	39%	12%
Boulder	30%	14%
Hannans / Karlkurla^	45%	15%
Kalgoorlie	37%	13%
O'Connor	48%	15%
Piccadilly	30%	16%
South Boulder / West Kalgoorlie^	22%	9%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

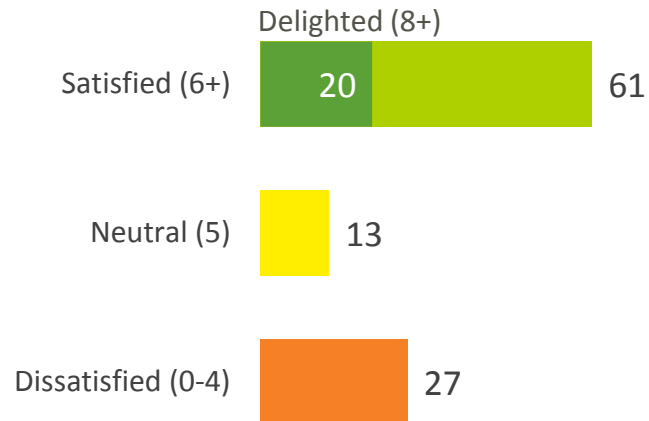
Base: All respondents who provided a valid response, excludes 'don't know' (n = 343)



# Road maintenance

## RESIDENT SATISFACTION

% of respondents



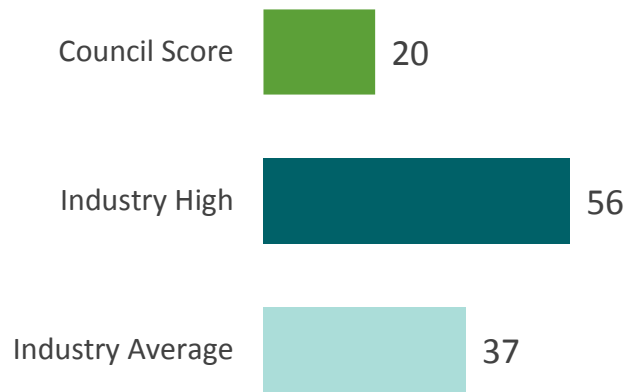
Satisfaction is moderate.

- 61% are satisfied
- 27% are dissatisfied

Perceptions are stronger among those who have lived in the area 10 years or less and 31+ years and those in Hannans / Karlkurla.

There is most room to improve perceptions among older singles and couples and those in Boulder.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	16%	28%
Families with younger children (0-12)	23%	26%
Families with older children (13+)	17%	21%
Older singles / couples (35-64)	23%	35%
Seniors (65+)	24%	24%
Lived in area for 0 to 10 years	25%	23%
Lived in area for 11 to 30 years	12%	34%
Lived in area for 31+ years	24%	28%
Boulder	25%	37%
Hannans / Karlkurla	38%	17%
Kalgoorlie	18%	31%
O'Connor	22%	24%
Piccadilly	13%	22%
South Boulder / West Kalgoorlie	19%	21%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 464)

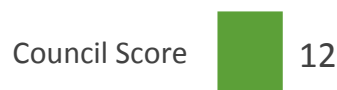
# Laneways behind properties

## RESIDENT SATISFACTION

% of respondents



## INDUSTRY STANDARDS



Industry High NA

Industry Average NA

Satisfaction is low.

- 47% are satisfied
- 33% are dissatisfied

Perceptions are stronger among seniors.

There is most room to improve perceptions among older singles and couples and those in O'Connor.

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	11%	26%
Families with younger children (0-12)	13%	34%
Families with older children (13+)	8%	29%
Older singles / couples (35-64)	14%	43%
Seniors (65+)	21%	34%
Boulder	14%	36%
Hannans / Karlkurla	19%	22%
Kalgoorlie	13%	35%
O'Connor	13%	41%
Piccadilly	7%	33%
South Boulder / West Kalgoorlie	9%	23%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

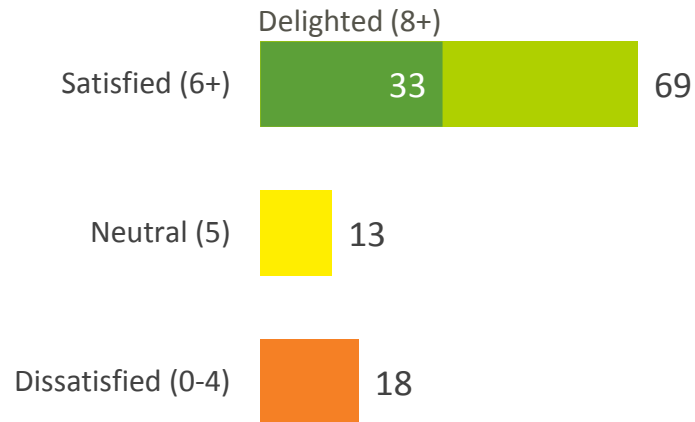
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 436)

# The management and control of traffic on local roads

## RESIDENT SATISFACTION

% of respondents



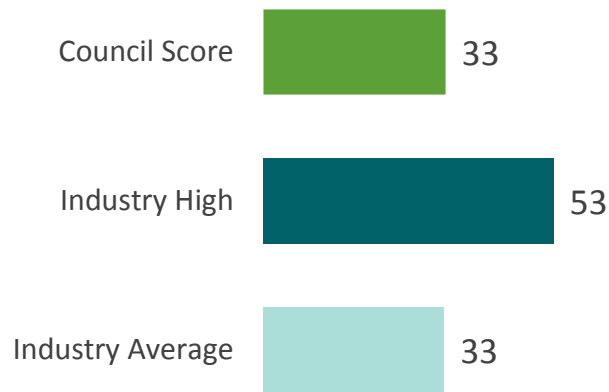
Satisfaction is moderate.

- 69% are satisfied
- 18% are dissatisfied

Perceptions are stronger among seniors, those who have lived in the area 10 years or less, renters and those in Hannans / Karlkurla.

There is most room to improve perceptions among older singles and couples.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	35%	17%
Families with younger children (0-12)	33%	16%
Families with older children (13+)	33%	13%
Older singles / couples (35-64)	29%	28%
Seniors (65+)	52%	20%
Lived in area for 0 to 10 years	41%	15%
Lived in area for 11 to 30 years	24%	23%
Lived in area for 31+ years	34%	19%
Own / paying mortgage	31%	19%
Renting	43%	15%
Boulder	26%	21%
Hannans / Karlkurla	56%	11%
Kalgoorlie	36%	21%
O'Connor	35%	20%
Piccadilly	28%	17%
South Boulder / West Kalgoorlie	25%	7%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

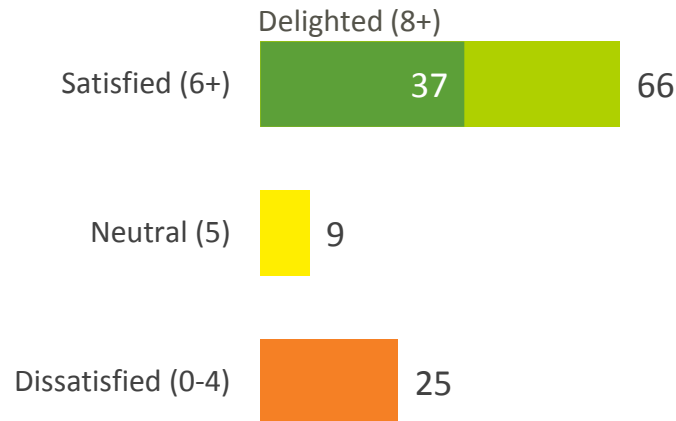
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 462)

# Streetscapes (including trees, bushes, paths, lighting and verges)

## RESIDENT SATISFACTION

% of respondents

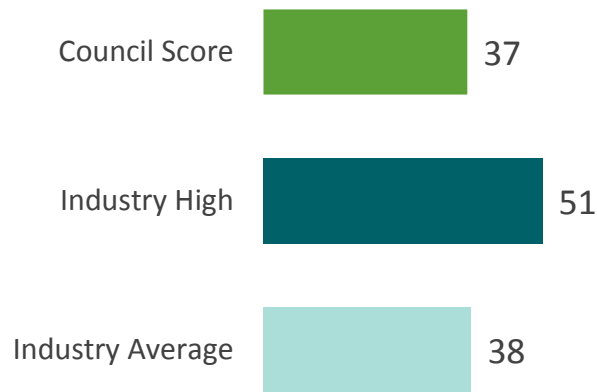


Satisfaction is moderate.

- 66% are satisfied
- 25% are dissatisfied

Perceptions are stronger among those in Hannans / Karlkurla, O'Connor and South Boulder / West Kalgoorlie. There is most room to improve perceptions among home owners and those in Boulder.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Own / paying mortgage	35%	28%
Renting	44%	17%
Boulder	30%	34%
Hannans / Karlkurla	54%	19%
Kalgoorlie	29%	27%
O'Connor	46%	27%
Piccadilly	34%	22%
South Boulder / West Kalgoorlie	48%	9%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

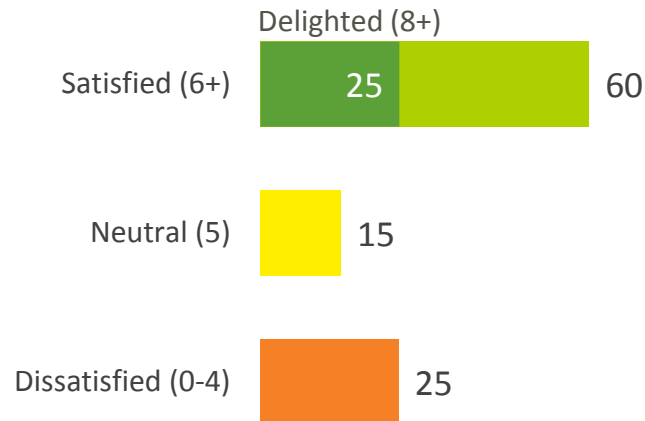
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 465)

# Footpaths and cycleways

## RESIDENT SATISFACTION

% of respondents



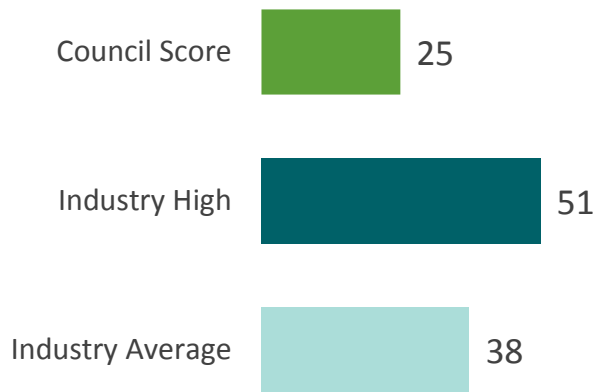
Satisfaction is moderate.

- 60% are satisfied
- 25% are dissatisfied

Perceptions are stronger among seniors and those in Hannans / Karlkurla.

There is most room to improve perceptions among families with younger children, older singles and couples, those with a disability or impairment and in O'Connor, followed by Kalgoorlie and Piccadilly.

## INDUSTRY STANDARDS



% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	24%	16%
Families with younger children (0-12)	24%	28%
Families with older children (13+)	24%	16%
Older singles / couples (35-64)	27%	37%
Seniors (65+)	41%	23%
Boulder	22%	25%
Hannans / Karlkurla	44%	17%
Kalgoorlie	24%	28%
O'Connor	25%	30%
Piccadilly	23%	27%
South Boulder / West Kalgoorlie	24%	16%
Disability or impairment	24%	38%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

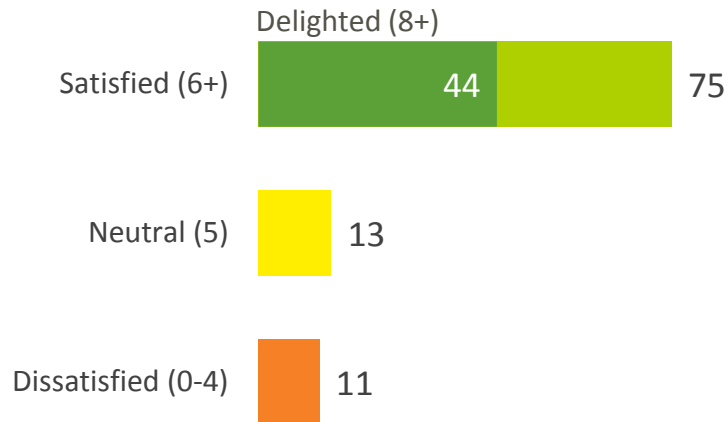
Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 463)

# City sewerage and waste water treatment

## RESIDENT SATISFACTION

% of respondents



Satisfaction is relatively high.

- 75% are satisfied

Perceptions are stronger among seniors, those who have lived in the area 31+ years and those in Hannans / Karlkurla and O'Connor.

## INDUSTRY STANDARDS



Industry High NA

Industry Average NA

% of respondents	Delighted	Dissatisfied
Younger singles / couples (18-34)	41%	14%
Families with younger children (0-12)	39%	9%
Families with older children (13+)	39%	10%
Older singles / couples (35-64)	48%	15%
Seniors (65+)	62%	8%
Lived in area for 0 to 10 years	44%	11%
Lived in area for 11 to 30 years	35%	16%
Lived in area for 31+ years	57%	7%
Boulder	35%	16%
Hannans / Karlkurla	58%	8%
Kalgoorlie	45%	13%
O'Connor	52%	4%
Piccadilly	45%	14%
South Boulder / West Kalgoorlie	25%	2%

%% = significant variance    %% = notable variance    ^Small sample size (n < 30)

Q. The City of Kalgoorlie-Boulder has direct responsibility for the following services and facilities. For each area please indicate how satisfied you are. Please give a rating out of 10, where 10 is totally satisfied and 0 is totally dissatisfied.

Base: All respondents who provided a valid response, excludes 'don't know' (n = 417)



**CATALYSE**  
RESEARCH & STRATEGY

# Addressing community priorities

# Addressing community priorities | Economic Development, Tourism and Job Creation

## Encourage local business development:

*"Small business outlook. Shops in Hannan St and Burt St seem to be rather empty."*

*"Making it affordable for small business to survive in these economic times, especially re: shop rentals in the town centre."*

*"Encouraging new businesses to town."*

*"Need to focus more on keeping shops open in Boulder to keep Boulder alive!"*

*"Lower rents for shops along Hannan St and offer support to 'pop up shops'."*

*"Focus on getting business back into town."*

*"Business development assistance."*

*"Also support for small businesses should be promoted. Too many empty shops in Hannan and Burt Streets."*

*"Focus on selling the future of the Goldfields. Encouraging industry. Encouraging business."*

*"Encouraging everyone to shop and use Kalgoorlie-Boulder."*

*"Attracting more industries to the City. Both mining and non mining related."*

## Plan for the future of Kalgoorlie-Boulder after mining:

*"Focusing on sustaining the City of Kalgoorlie-Boulder beyond the mining industry as the mining industry will come to an end eventually."*

*"The City needs to look at how they will remain a sustainable and vibrant city after mining ceases. i.e. Look into other industries or opportunities."*

*"Riding the gold price is ridiculous. The City needs to find/encourage other ways to generate money in the region."*

*"Plan for the reduction in or end of mining - diversification of industries."*

*"Future post mining."*

*"Give the City a future not reliant on mining operations and services."*

What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

A full list of verbatim responses is provided in the Appendix



# Addressing community priorities | Economic Development, Tourism and Job Creation

## More effort to promote Tourism:

*"Tourism - it's not a 'backup' or stand by to mining. It's here - use it."*

*"Tourism, this is a huge untapped resource this town has."*

*"A lively Arts & Culture programme builds communities (brings people together) and encourages tourists...Something unique to this town that can't be found anywhere else"*

*"Coordinated approach to tourism"*

*"More tourism promotion."*

*"I'd like to see the Council do more tourism promotion for our local attractions and perhaps assist financially there too if possible, ie the Loop line Tourist Railway, War Museum, Hannans North Tourist Mine."*

*"Create a 'vibe' of history for tourists (and locals)."*

*"Develop Kalgoorlie/Boulder/Coolgardie as a top tourist town."*

*"International attractions, sport, resort or other options that will encourage tourism and bring people to Kalgoorlie."*

*"Better promote the tourist experience of mining in all aspects."*

*"More tourism ventures."*

## Improve access to shopping and chain stores:

*"Encouraging more chain retailers in the City Centre"*

*"Council needs to actively try and get new business to town. We have no choice but to shop online as there is little choice."*

*"Decent shopping opportunities ie Big W, Best and Less, a decent hardware store, better baby goods store etc."*

*"Encourage spending locally, we need franchises to come to Kalgoorlie. Shopping is terrible."*

*"Attract a large department store to open a branch e.g. Myer or David Jones."*

*"We need more shopping complexes as in a mall (two storey etc). We need a Best n Less shop."*

*"More shopping centres and stores. More variety and more competition for better service and products."*

*"Attracting better and bigger retail tradies."*

What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | Economic Development, Tourism and Job Creation

## Job Creation:

*"Jobs, jobs and jobs through economic and industrial diversity i.e. City is too dependent on Mining."*

*"Creating more job opportunities for younger people."*

*"More job opportunities for mothers during school hours."*

*"Encourage youth employment to assist in the reduction of crime."*

## Less restrictions on trading, particularly Sunday Trading:

*"Sunday Trading! Sick of being in the dark ages. Everywhere else has it, why can't we?"*

*"Sunday trading for retail shops."*

*"There requires a changing of the shopping hours for Sundays so people can shop from 11am to 5pm Sundays."*

*"Extend shop opening hours into Sundays."*

*"More shopping hours."*

*"SUNDAY TRADING, is a must! People should have the option, if they want to trade on Sunday then they can."*

*"Opportunity for local businesses to carry out Sunday trading."*

*"Shopping centres open on Sundays."*

*"Seven day shopping - extended trading hours to give the community choice."*

*"Sunday trading/late trading - services that reflect the mining culture and lifestyle of shift work."*

*"Longer trading hours."*

*"Making shopping hours reflect that we are 'open for business', ie. cater for tourists and shift workers."*

*"Permanent extended trading hours, both on weekdays and on Sundays/public holidays."*

What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | Streetscapes

“

**Residents would like the city to be kept clean and tidy:**

- “Please try and keep our city streets clean.”*
- “Sweeping cycle ways to remove glass. Big issue for people and dogs.”*
- “Coles car park both sides of Coles/Kmart needs urgent cleaning and sterilising. The approach to these premises is a huge health issue and needs to be addressed.”*
- “Clean up of the K-Mart car park. It is always dirty.”*
- “Cleaning pavements in Hannan Street properly.”*
- “Litter! Promotion of keeping town cleaner or fines to offenders.”*
- “More rubbish bins in public areas and along streets.”*
- “Tidy up the town rubbish dumped every where.”*
- “Tidy town and areas.”*
- “Focus on untidy building, blocks, businesses, verges & footpaths.”*

**Improved lighting for footpaths, cycle-ways, streets and parks:**

- “Improve street lighting for safety and security.”*
- “Footpaths and street lighting.”*
- “Better lighting on streets, public places, security.”*
- “Council park lights need to be regularly inspected to see if the globes are broken.”*
- “Lights on laneways and concrete roads.”*
- “Lighted cycle ways/footpaths for night time use”*
- “More street lights down dark streets.”*
- “Lighting in some streets is very dim. Dangerous for people on foot.”*

What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | Streetscapes

“

## More greenery and improved maintenance of streetscapes:

*“Landscaping on council verge in front of houses varies in all areas Should be equal money spent in Kalgoorlie compared to Boulder.”*

*“Getting caltrop along verges and footpaths more under control.”*

*“The prickle problem needs to be addressed much earlier. Before the yellow flowers blossom”*

*“Get rid of the dirt verges in the centre of town in the residential/town area.”*

*“More green in the city. Grass along main streets, ie. Hannan St, Boulder Rd.”*

*“Trees under power lines should be 'flat topped' to look better and prevent falling possibilities.”*

*“Street trees pruned correctly. Not chopped off one side with other side of tree overhanging roads!”*

## Remove overgrowth which is obstructing vision at roundabouts:

*“The plantation in the middle of roundabouts being too high that I am unable to see oncoming traffic.”*

*“Some verges with high plants or trees obscuring vision.”*

*“Vision at some roundabouts and intersections are poor due to overgrowth or structures.”*

*“Remove large displays in roundabouts preventing clear vision on all sides (hedges etc).”*

## Create a more visually appealing entrance to town:

*“The entries to the town need to be beautiful, especially the Perth-Kalgoorlie entrance.”*

*“Landscape to city entrance.”*

*“Road verges at entrance to town need native shrubs and ground cover plants to decrease the dust and increase the visual appeal.”*

*“Improve the appearance of the entry in to Kalgoorlie from Anzac Drive.”*

*“The entries to the town need to be beautiful, especially the Perth-Kalgoorlie entrance.”*

*“Entrance from Perth.”*

What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | Recreational Activities

“

## Residents would like access to more recreational activities:

*“Improve recreation facilities, parks, cycleways.”*

*“Boring city. Nothing to do. Hence why there's such a strong drinking culture. Every event is based around children.”*

*“More recreational facilities/events, not just for youths, but also young adults/families and not have them over run by delinquents/ferals.”*

*“Recreational facilities - to encourage retirees to remain in the town.”*

*“Focus on providing more entertainment venues such as parks, gaming arcades, upgrading the cinema.”*

*“People who don't have kids and want to be social but all we have is to go to the pub.”*

*“Need more community activities especially on week ends”*

*“Attracting more leisure activities to town, apart from the cinema there is nothing to do here.”*

## ...with many suggestions for what these activities could be:

*“Ten pin bowling, laser tag etc”*

*“Improvement on activities and entertainment like fix up the bowling alley, a drag strip and more motor sports.”*

*“Lake facility so we can enjoy water sports like skiing and camping.”*

*“Some form of recreational lake for skiing.”*

*“Activities/entertainment not centered around alcohol e.g. Re-open ten pin bowling, 4WD track, drag strip.”*

*“Facility (i.e. a dam) to be stocked with fish to enable people to go fishing.”*

*“New Sports Centre.”*

*“More open air movie days.”*

*“A place where the disadvantaged can go and play games and art and craft, sports to get them off the streets.”*

*“Something more for teenagers to do. Safe hangout places, free movies etc.”*

*“An ice skating rink and bowling alley (for kids)”*

*“More for kids to do in town, especially teens, eg. ten pin bowling”*

What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | Recreational Activities

“

## Some residents would like a drag strip:

*“Drag strip for young people to use instead of on the road.”*

*“A Sealed Drag Strip.”*

*“A multi purpose facility sealed race track would be ideal for the city. It could combine drag strip, race circuit, skidpan, function centre etc. ...and could be used for driver education, defensive driving and police training, as well as the obvious- getting local motoring enthusiasts to conduct their hobbies in a safe and controlled environment.”*

*“With recent addition of the sand drags facility it would be great to have a local dag racing facility which would also attract interest from elsewhere in WA and from interstate.”*

*“Getting a drag strip.”*

## Others would like the council to focus on Lord Forrest Pool recreation facility:

*“Lord Forrest Olympic Pool to become a facility for all ages, not just a concert area.”*

*“Restore the Lord Forrest Pool. Don't make a mockery of this piece of our history and community.”*

*“Hurry up to get the teenage area at old Lord Forrest Pool area completed.”*

*“fun out door pool area like the Lord Forest Pool was like.”*

## ...or a water park:

*“Think about the need for outdoor water play facilities. The Oasis is not for everyone!”*

*“Our climate is so hot in summer and if you do not have a private pool it is very expensive to go to local pool. Please put a free aquatic playground.”*

*“Outdoor water play features in town for families, ie. Kingsbury Park or Hammond Park. In other words, a beach in town.”*

*“Build a water park.”*

What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | Recreational Activities

## “ Indoor play center for young children:

*“I would like an indoor play centre. There is nowhere for young families and children to go when it's cold and wet, or even when it's too hot.”*

*“Having more places you can take your children. Having more things to entertain our children.”*

*“Something suitable for smaller children that is indoors.”*

*“Indoor play centre.”*

*“A family outing place for kids to enjoy daily, something similar to indoor trampoline jump or chipmunks.”*

*“Indoor play centre for kids of all ages.”*

*“There needs to be a indoor playground for younger children.”*

”

What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

A full list of verbatim responses is provided in the Appendix

“

## Some ratepayers suggest less funding spent on the Golf Course:

*“Limit the expenditure of the golf course development and put the money back into other community projects.”*

*“Why are we wasting so much money on the golf course?”*

*“Not spending money on facilities that are only going to be used by a small minority i.e. the golf course.”*

*“Less focus on golf club.”*

*“Stop the ridiculous spending spree on the golf course.”*

*“Spend less on the golf course.”*

*“Close the golf course”*

*“Get rid of golf course management and cost to rate payers.”*

*“Rate payers should not bear the cost of the overall facility at the golf course when used by so few.”*

*“Stop pouring all ratepayers money into the new golf course.”*

*“Sort out the golf club problems - ratepayers should not be subsidising the few people who play golf.”*

*“Don't waste any more money on golf course.”*

*“Relocating funds to existing tourist attractions and heritage buildings instead of 'wasting' money on a golf course only a 'select few' wanted.”*

”

What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

A full list of verbatim responses is provided in the Appendix



# Addressing community priorities | Control of Antisocial Behaviour

## Address concerns with antisocial behaviour in town centre and public areas...

*"Work on improving the antisocial behaviour in our streets and neighbourhoods."*

*"Crack down on 'antisocial' behaviour by some members of the public in Boulder Town centre"*

*"Get rid of fringe dwellers from the shopping areas in Kalgoorlie and Boulder."*

*"Drunken and disorderly behaviour around Kalgoorlie Town Hall, Coles and Woolworths areas! ...It is a REALLY bad look for the city and community, not to mention the tourists."*

*"Stop anti-social behaviour by everyone. Mandatory jail terms."*

*"Social issues, with crime and bad behaviour. Boulder needs support so people will visit the area, instead of being put off, by people begging for money etc."*

*Removing the drunk undesirable people from congregating in middle of town and boulder...Visitors to the town are shocked and turned off by it."*

*"If you walk along [Burt ST] all you get is drunk people laying around or swearing, screaming and so on. It's a turn off for tourists that's for sure and won't take long before windows, new facades are getting damaged again."*

## and perceptions of crime:

*"Decrease crime."*

*"Crime rate, more police."*

*"The crime rate just seems to be increasing more each day."*

*"Crime is getting bad, mainly youth roaming the streets late at night."*

*"Establishment of a community watch or patrol program to assist police in reducing crime."*

*"I would like to see the crime rate reduced so I feel safer in the community."*

*"Improving the crime in Kalgoorlie/Boulder by working in conjunction with law enforcement and Aboriginal elders."*

*"Cutting the crime in Kalgoorlie as it is really shocking at the moment."*

What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | Safety and security

“

## Crime and antisocial behaviour are safety concerns:

*“I would like to see the crime rate reduced so I feel safer in the community.”*

*“Safety and security re: loitering and drunkenness in public.”*

*“General safety of the general public in the evenings/night. In public areas during the day - outside supermarkets, in car parks etc.”*

*“Security in the town. Better lighting and video footage”*

*“Safety - I don't feel safe leaving my 'older' kids at a park on their own, for either adults or even kids their own age targeting them”*

*“Security - huge problem, don't feel safe in my own home.”*

*“Improving Public safety, in cooperation with State Government. Particularly addressing the fringe dwellers issues.”*

*“It's off putting for those that live here and scary for visitors when they're hassled for money, smokes, alcohol etc.”*

## Residents would feel safer with improved security, surveillance and lighting:

*“Police station on Burt Street, will bring back shop owners and investors confidence.”*

*“Use more CCTV and work with police and rangers.”*

*“A security patrol for the area, we have started a community patrol on our own”*

*“More cctv coverage in Boulder”*

*“Better lighting on streets, public places, security.”*

*“Safety around areas that are currently prone to break ins/vandalism ...Perhaps more lighting!”*

*“Better lighting on streets, public places, security.”*

*“Need to have more neighbourhood security, especially with all the robberies lately”*

*“Safety and lighting - some streets are really dark and scary to even drive down at night”*

*“There needs to be a security patrol or something to deal with antisocial behavior and spike in burglaries”*

What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

A full list of verbatim responses is provided in the Appendix

# Addressing community priorities | Roads, footpaths and cycleways

## More or improved footpaths and cycleways in general:

*"Improve Footpaths, cycleways, cycle lanes, and other potentially free physical activity opportunities."*

*"The path are cracked all over the place, its a tripping hazard"*

*"More footpaths, not just on one side of the road."*

*"A cycling track which the locals can train and race on without cars and trucks."*

*"Lighted cycle ways/footpaths for night time use."*

*"Local footpaths need lots of attention in residential areas."*

*"The cycle paths around Centennial Park often have broken glass on them"*

*"Regular checks on the footpaths in and around the CBD to make sure there are no hazards which could cause falls."*

*"Repair/improve deteriorated footpaths in housing areas"*

*"Footpath around dam, doesn't even link up!"*

*"Footpaths and cycle ways cleared"*

## Improved roads and road maintenance:

*"Roads, mainly to and from Kalgoorlie. Kal to Perth getting better but still not good enough."*

*Roads and similar infrastructure old and require refresh and removal of potholes and trip hazards."*

*"The roads around Kalgoorlie are the worst I have seen by far. Boulder roads seem to have been forgotten, and just general upkeep all around Kalgoorlie-Boulder."*

*"A lot of roads need resurfacing"*

*"The potholes around, I feel, are a little ridiculous down the bottom end of Egan Street, along Lionel Street. It's like we are an old little town with no money to have potholes like we do."*

*"Boulder to focus on and pursue the repair and upgrading of the Coolgardie to Southern Cross Road."*

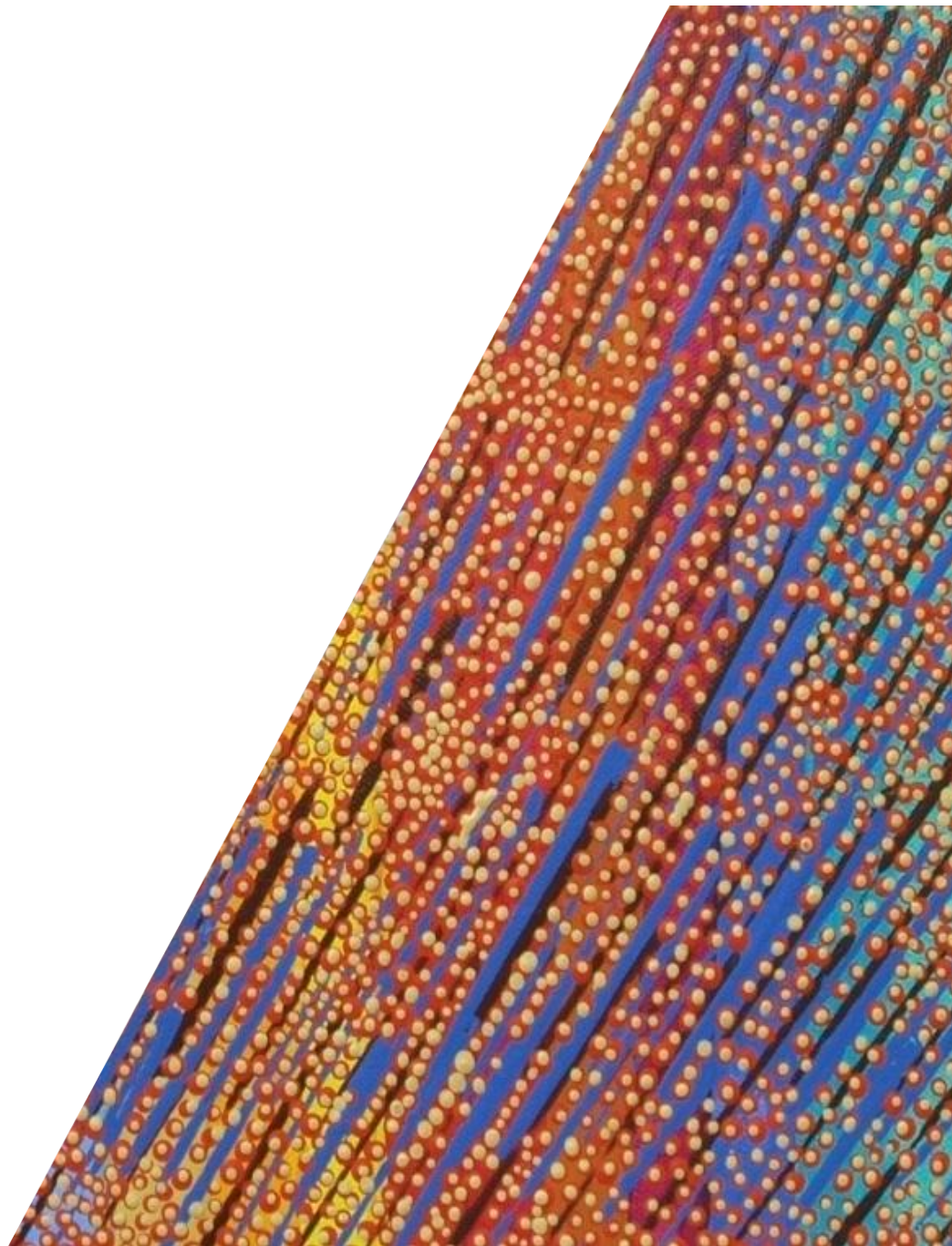
What would you MOST like the City of Kalgoorlie-Boulder to focus on developing, changing or improving?

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CATALYSE is proud to support Indigenous artists.

“Fireworks” is the exciting work of Yinjaa-Barni Artist, Maudie Jerrold.

Yinjaa-Barni Artists are traditional owners from the Fortescue River region. Their paintings depict the remarkable country of the Pilbara in Western Australia's north-west. The contrasts of the harsh environment with the hidden gorges of cool water, the seeds and flowers bursting out after rain, are moments that belong to the great Creation stories of the Marrga.

Other works may be viewed at the Japingka Gallery in Fremantle [[www.japingka.com.au](http://www.japingka.com.au)].